

Property Health Check Ltd. Complaints Policy

Property Health Check Ltd. is committed to dealing effectively with any complaints you may have about our service.

If we got something wrong, we will apologise and where possible we will try to put things right. We also aim to learn from our mistakes and use the information we gain to improve our services.

WHEN TO USE THIS POLICY

When you complain to us, we will usually respond in the way we explain below. Sometimes, you might be concerned about matters that are not decided by us and we will then advise you about how to make your concerns known.

INFORMAL RESOLUTION

If possible, we believe it is best to deal with things as soon as possible and in the easiest and most direct way. If you have a complaint, raise it with the person you are dealing with. He or she will try to resolve it for you there and then. However, they may need time to look into it and they will aim to resolve the query within 5 working days.

If there are any lessons to learn from addressing your complaint, the member of staff will draw them to our attention. If the member of staff can't help, they will explain why, and you can then ask for your complaint to be formally investigated.

REVIEWS

We ask our customers to review our performance after an inspection is completed.

We take all comments and feedback seriously. However, we ask that if you have a specific complaint, please raise it with us by contacting Customer Care, including all the details, so that we can respond in the most effective way.

HOW TO COMPLAIN FORMALLY

You can make a complaint in any of the ways below:

- You can use the complaint form on our website at www.propertyhealthcheck.ie
- You can get in touch with our Customer Care team on 0818 787839 if you want to make your complaint over the phone.
- You can e-mail us at info@propertyhealthcheck.ie

- You can write a letter to us at the following address:

Property Health Check Ltd.,
20 Main Street,
Kenmare,
Co. Kerry.

WHAT TO REVIEW BEFORE MAKING A COMPLAINT

- Read your report thoroughly.
- Have you followed the advice provided in the report?
- Read the Terms & Conditions for the service.

WHAT SHOULD YOU INCLUDE IN YOUR COMPLAINT

- Remember to state your name, email address and telephone number and whether you are acting on behalf of someone else.
 - Provide the property address relevant to the complaint.
 - Briefly describe what your complaint is about and provide photographs to illustrate the issue if possible.
 - Include any documents or reports which provide information about the issue.
 - List your specific concerns starting with the most important concern.
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- Be clear about what you are hoping to achieve (for example an apology, explanation, etc.)
- State your preferred method of communication.

It will assist us to help you if you include all relevant information when making your complaint.

DEALING WITH YOUR COMPLAINT

We will formally acknowledge your complaint within 5 working days and let you know how we intend to deal with it.

We will ask you to tell us how you would like us to communicate with you and will communicate as per your request.

We will deal with your complaint in an open and honest way.

If you are making a complaint on behalf of somebody else, we will need their agreement to you acting on their behalf.

INVESTIGATION

We will tell you who we have asked to investigate your complaint. If your complaint is straightforward, we will usually ask somebody from the service to look into it and get back to you.

We will set out to you our understanding of your complaint and ask you to confirm that we have got it right. We will also ask you to tell us what outcome you are hoping for.

If there is a simple solution to your problem, we may ask you if you are happy to accept this.

We will aim to resolve concerns as quickly as possible and expect to deal with the vast majority within 30 working days.

If your complaint is more complex we will:

- let you know within this time why we think it may take longer to investigate

- tell you how long we expect it to take.

The original inspection engineer will respond to your complaint in the first instance, and undertake any approved revisit to the property, where appropriate.

When investigating your complaint, we will look at relevant evidence. This could include files, photos, notes of conversations, letters, emails or whatever may be relevant to your complaint. If necessary, we will talk to the staff or others involved and look at our policies and any guidance.

OUTCOME

If we formally investigate your complaint, we will let you know what we have found in keeping with your preferred form of communication. This could be by letter or email, for example. We will explain how and why we came to our conclusions.

If we find that we got it wrong, we will tell you what and why it happened. If we find there is a fault in our systems or the way we do things, we will tell you what it is and how we plan to change things to stop it happening again.

If we got it wrong, we will always apologise.

PUTTING THINGS RIGHT

If we got something wrong, we will aim to put it right. If you have lost out as a result of a mistake on our part, we will try to put you back in the position you would have been in if we had got it right. This may involve Property Health Check Ltd. engaging relevant professionals to carry out any necessary works.

OMBUDSMAN

If we do not succeed in resolving your complaint, you may complain to the Ombudsman. The Ombudsman is independent and can look into your complaint if you believe that you personally, or the person on whose behalf you are complaining:

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- have been treated unfairly or received a bad service through some failure on our part
- have been disadvantaged personally by a service failure.

The Ombudsman expects you to bring your complaint to our attention first and to give us a chance to put things right. You can contact the Ombudsman by:

- telephone: 01 6395600 Lo-Call: 1890223030
- email: ombudsman@ombudsman.ie
- the website: www.ombudsman.ie
- writing to: The Office of the Ombudsman
18 Lower Leeson Street
Dublin 2

WHAT WE EXPECT FROM YOU

In times of trouble or distress, some people may act out of character. There may have been upsetting or distressing circumstances leading up to a complaint. We do not view behaviour as unacceptable just because someone is forceful or determined.

We believe that all complainants have the right to be heard, understood, and respected. However, we also consider that our staff have the same rights. We, therefore, expect you to be polite and courteous in your dealings with us.
