

Complaints Procedure

A Guide for Tenants

We are dedicated to providing a good standard of accommodation and excellent customer service throughout your tenancy with Thornsett. Whilst we hope you should have no reason to complain, if something goes wrong or you are dissatisfied with our service, please tell us so we can try to resolve the matter as soon as possible. We appreciate all feedback, good or bad, as it helps to improve our services in the future.

How do I complain?

Your complaint will need to be put in writing, by letter or by email. It is easier for us to resolve complaints if you notify us as soon as you become aware of an issue.

When complaining, please tell us:

1. Your full name
2. Your address (relating to the tenancy complaint)
3. Your contact details
4. As much as you can tell us about the complaint
5. How you would like the matter resolved

All complaints should be emailed to Admin@thornsett.com or posted to;

Thornsett Properties, 70 Campo Lane, Sheffield, S1 2EG

Is there a time limit for making a complaint?

Normally you should make your complaint within 1 month of the issue arising or finding out that you have a reason to complain.

In some circumstances, we may be able to accept a complaint after this time. If you feel the timeframe should not apply to your complaint, please tell us why.

What will happen if I complain?

Our complaints procedure has 2 stages

Stage 1 – Office Notification

In the first instance complaints should be sent to a member of our office team. Your complaint will be acknowledged within 3 working days of receipt. A full investigation will take place and your complaint will be responded to within a further 15 working days from acknowledgment of receipt.

Stage 2 – Complaint Investigation

If you remain dissatisfied with the outcome of the response you have received you should request the matter to be escalated to the Managing Director who will again acknowledge receipt of the complaint within 3 working days and investigate further. Following this investigation, a written conclusion will be provided expressing the final view of the company within a further 15 days from acknowledgment of receipt.

What if I am still dissatisfied?

If you are dissatisfied with our decision or the way we have dealt with your complaint, you will need to seek advice from a third party/body. This will differ depending on the nature or circumstance relating to the complaint. We recommend in the first instance that you speak to Student Services at your University for advice as to whom to contact or indeed they may mediate on your behalf, or alternatively, if it is a complaint regarding the repair or condition of the property, please seek advice from the Private Housing Standards. Tel: 0114 2734680 or phs@sheffield.gov.uk