

Market Rent – Tenant Complaints Procedure



Let us know if you're not happy. We want to put things right.

Our promise to you

- We listen
- We take your problem seriously
- We try to fix things quickly


What you can complain about

- Repairs
- Poor communication
- Rent or deposit problems
- Safety issues in your home
- Anything you are unhappy with

How to complain

 **Email:** complaints@curo-group.co.uk

 **Phone:** 01225 366000

 **Post:** Market Rent Services, The Maltings, River Place, Lower Bristol Road, Bath, BA2 1EP

Please tell us:

- Your name
- Best way to contact you
- What happened
- When it happened
- How it affected you
- What you want us to do

What happens next

Stage 1 – Quick fix

- We reply within **5 working days**
- We aim to resolve within **10 working days of reply**

Stage 2 – Manager review

- Acknowledge within **5 working days** & respond within **20 working days**

If you're still not happy

You can contact the **Property Redress Scheme:**

www.propertyredress.co.uk

Getting help

A friend, family member, or support worker can help you make a complaint.

You will NOT be treated badly for complaining. Your tenancy is safe.