

Complaints Procedure

Comfy Hills Ltd

Last updated: March 2026

At Comfy Hills Ltd, we are committed to providing an excellent service to all our landlords and clients. We take all complaints seriously and aim to resolve them fairly, consistently, and promptly. This document sets out our formal complaints procedure.

Our Commitment to You

We will:

- Acknowledge your complaint promptly
- Investigate it thoroughly and fairly
- Keep you informed throughout the process
- Provide a full written response
- Learn from complaints to improve our service

Step 1 — Contact Us Directly

In the first instance, please contact us directly so we have the opportunity to resolve your concern as quickly as possible.

Phone: 07446008207

Email: manager@comfyhills.co.uk

Website: comfyhills.co.uk

Please provide us with:

- Your full name and contact details
- The address of the property involved
- A clear description of your complaint
- Any relevant dates or documentation
- What outcome you are seeking

Step 2 — Acknowledgement

We will acknowledge receipt of your complaint within 3 working days. Our acknowledgement will confirm:

- That your complaint has been received
- The name of the person handling your complaint
- The expected timescale for our full response

Step 3 — Investigation

We will carry out a thorough and impartial investigation into your complaint. This may involve:

- Reviewing all relevant records, correspondence, and agreements

- Speaking with the relevant team members
- Requesting further information from you if needed

Step 4 — Full Response

We aim to provide a full written response within 15 working days of receiving your complaint. In complex cases where more time is required, we will write to you to explain the delay and provide a revised timescale. Our response will include:

- A summary of your complaint as we understand it
- The outcome of our investigation
- Any action we propose to take
- Information about escalating your complaint if you remain dissatisfied

Step 5 — Escalation to an Ombudsman

If you are not satisfied with our final response, or if 8 weeks have passed since you first raised your complaint, you have the right to refer your complaint to one of our independent redress schemes free of charge.

The Property Ombudsman (TPO)

- Website: tpos.co.uk
- Phone: 01722 333 306
- Post: Milford House, 43-55 Milford Street, Salisbury, SP1 2BP

Property Redress Scheme (PRS)

- Website: propertyredress.co.uk
- Phone: 0333 321 9418

Please note that the ombudsman will generally require you to have exhausted our internal complaints procedure before they will investigate.

Record Keeping

We keep a record of all complaints received and the actions taken in response. This helps us to identify patterns and make improvements to our service. All complaint records are handled in accordance with our Privacy Policy and UK GDPR.

Contact Us

If you have any questions about this complaints procedure, please do not hesitate to get in touch:

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