



## Complaints Procedure

### Introduction

Venta Living Ltd is committed to providing a quality service but recognises that at times things can go wrong. If they do, we need to know so we can put them right and learn from them.

This procedure sets out the complaints process which aims to address customers concerns quickly and effectively.

Venta Living Ltd is a company owned by Winchester City Council and it is a member of the Property Redress Scheme (PRS). This is a government approved scheme under the Alternative Dispute Resolution for Consumer Disputes (Competent Authorities and Information) Regulations 2015. It enables customers to escalate an issue if they are unhappy with how their complaint has been dealt with by the landlord.

Complaints regarding rent deposits are dealt with by TDS Custodial and are separate to this procedure. Please refer to [www.tenancydepositscheme.com](http://www.tenancydepositscheme.com) for information regarding a deposit dispute.

### Complaints Process

#### Stage One – Property Manager

In the first instance complaints should be made in writing to:

Email: [infor@ventaliving.co.uk](mailto:infor@ventaliving.co.uk)

Post: Venta Living Ltd, City Offices, Colebrook Street, Winchester, Hants  
SO23 9LJ

The complaint will be acknowledged within five working days. It will be investigated and responded to within a further five working days. I.e. 10 working days from receipt.

#### Stage Two – Manager

If you feel your complaint has not been resolved at stage one, you can request the matter is referred to the Manager of Venta Living Ltd. You will need to set out why you are not satisfied and what you expect from a further review.

You will receive a response within ten working days.

This is the final stage of the internal complaints procedure.

### Property Redress Scheme PRS

If you have been through all stages of the complaints process and you feel your complaint has still not been resolved, you can ask the Property Redress Scheme PRS to review your complaint. The complaint will be considered by the PRS providing:

- Stages 1-2 of the complaint procedure are concluded.
- 8 weeks have passed since the date of your initial complaint – stage one.
- No longer than 12 months have passed since your last communication.

Complaints can be sent to the PRS by:

Online form: <http://www.theprs.co.uk/Complain>

Email: [complaints@theprs.co.uk](mailto:complaints@theprs.co.uk)

Telephone: 0333 321 9418