

Customer Charter and Complaints Policy



Our Commitment to our Customers

We aim to deliver the best possible service for all our customers. My Future Living is committed to treating its customers with fairness, courtesy and integrity. We aim to provide a prompt, reliable and responsive lettings service, delivered by friendly and well informed staff who are able to deal with your requirements professionally.

While we aim to treat all customers equally, we recognise that some of our customers may be vulnerable. We have in place appropriate procedures and relevant training to deal with vulnerable customers.

We continuously monitor and evaluate our performance in order to meet rising customer expectations. For this reason, we welcome feedback on our service, both positive and negative and take all complaints seriously.

Our Targets

We set performance targets covering all aspects of our customer service including:

- Answering telephone calls promptly in a friendly and helpful manner
- Returning calls promptly
- Writing letters in a clear and concise way and avoiding unnecessary legal terminology

Need to get in touch?



Call us on
01823 793 420



Email us at
enquiries@myfutureliving.co.uk



Visit our website
myfutureliving.co.uk

We understand that sometimes things don't always go to plan. If you're unhappy with our service, please let us know.

Making a complaint

In the first instance please speak to the person who is dealing with your property or tenancy either by telephone, email or post.

What happens next?

STEP ONE

We will acknowledge your complaint by email or in writing within three working days. We will advise you of the timescale for any investigation and offer you our full response within 10 working days.

STEP TWO

If you are unhappy with our response you can escalate your complaint to our board of Directors. Please write to: My Future Living, First Floor, 2 Tangier Central, Castle Street, Taunton, Somerset TA1 4AS. They will acknowledge your complaint within 5 working days and give you a timescale for investigating and responding in writing to your complaint, which will not be more than 10 working days.

After investigation they will send you a final viewpoint letter. This letter will include any offer of restitution or compensation that the Company feels is appropriate.

STEP THREE

If you remain dissatisfied without response after step 2 you may refer your complaint to the Ombudsman for independent review.

My Future Living is a member of the Property Ombudsman Scheme which offers a way of resolving disputes in a fair, independent manner. This service is available free of charge.

Any referrals to the Ombudsman must be made within 12 months of the final viewpoint letter.

For more information visit www.tpos.co.uk or contact:

The Property Ombudsman Scheme
Milford House, 43-55 Milford Street,
Salisbury, Wiltshire SP1 2BP

Tel: 01722 333306,
Email: admin@tpos.co.uk

