



hackett
PROPERTY



Lynas House, 12a Frederick Street,
Sunderland, SR1 1NA

0191 5109950

enquiries@hackettproperty.com

www.hackettproperty.com



Complaints Procedure

1. Purpose

Hackett Property is committed to delivering a high standard of service to all customers. We take complaints seriously and view them as an opportunity to learn, improve, and resolve issues promptly and fairly.

This procedure sets out how complaints are handled in line with:

- UKALA - UK Association of Letting Agents
- The Property Ombudsman
- ANUK/Unipol National Code of Standards

2. What is a Complaint?

A complaint is defined as:

“An expression of dissatisfaction, whether oral or written, about the standard of service, actions, or lack of action by Hackett Property, its staff, or contractors.”

3. How to Make a Complaint

Complaints should be submitted in writing to allow full investigation:

Email: pm@hackettproperty.com

Post: Hackett Property, Lynas House, Athenaeum St, Sunderland, SR1 1NA

Please include:

- Your name and contact details
- Property address (if applicable)
- Full details of the complaint
- Any supporting evidence



4. Stage 1 – Initial Investigation

- Your complaint will be acknowledged within **3 working days**.
- A full written response will be issued within **10 working days** of receipt.

The complaint will be investigated by a senior member of staff who has not been directly involved in the matter where possible.

5. Stage 2 – Escalation (Internal Review)

If you remain dissatisfied with the Stage 1 response, you may request a further review.

- This must be requested within **10 working days** of receiving the Stage 1 response.
- A senior manager or director will review the complaint.
- A final written response will be issued within **10 working days**.

This response will confirm Hackett Property's final position.

6. Independent Redress – The Property Ombudsman

If you remain dissatisfied after completing our internal complaints process, you may refer your complaint to:

The Property Ombudsman

- You must refer the complaint within **12 months** of receiving our final response.
- The Ombudsman provides independent, impartial resolution.

Website: <https://www.tpos.co.uk>

Hackett Property will cooperate fully with any investigation and comply with any award made.

7. ANUK Unipol National Code Complaints Procedure (Student Accommodation)

For properties operating under the ANUK Unipol National Code:

This complaints procedure operates in accordance with the requirements of the ANUK/Unipol National Code of Standards.

If a complainant remains dissatisfied after exhausting Hackett Property's internal complaints procedure, they may refer the matter to the ANUK Unipol National Code for independent review, where the complaint falls within the scope of the Code or if it has been more than 28 working days and you have not had a response.

Details of the ANUK Unipol National Code complaints process can be found at:

<https://www.nationalcode.org/for-students/problems-complaints/>

Hackett Property will cooperate fully with any investigation carried out under the ANUK complaints procedure.

8. UKALA Standards

As a member of UKALA, Hackett Property adheres to professional standards of conduct and client care.

9. Timescales Summary

- Acknowledgement: **3 working days**
- Stage 1 response: **10 working days**
- Stage 2 response: **10 working days**
- Ombudsman referral: within **12 months**

10. Record Keeping and Continuous Improvement

All complaints will be:

- Logged and recorded
- Monitored for trends
- Used to improve service delivery and staff training

11. Accessibility

This procedure is available:

- On request



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- On our website
- In alternative formats where required

12. Contact

If you have any questions about this procedure, please contact:

Hackett Property

compliance@hackettproperty.com

