

CUSTOMER COMPLAINTS POLICY

Introduction

At WREXRENT, we are committed to providing a high-quality service to all our Contract Holders and customers. If something goes wrong, we want to know about it so we can put things right. We welcome complaints, comments, and compliments — they help us improve the service we provide.

We aim to:

- Deal with complaints fairly, consistently, and quickly.
- Put things right when we have made a mistake.
- Learn from feedback and improve our services.

How to Contact Us

You can raise a complaint, make a comment, or pay us a compliment in the way that suits you best:

-  Call: **01978 757312**
-  Email: **rentals@wrexrent.com**
-  Write to:
WREXRENT, Units 1-3,
Five Crosses Industrial Estate,
Minera, Wrexham LL11 3RD

If you need support to make a complaint, you can ask a family member, friend, or support service (such as **Shelter Cymru** or **Citizens Advice**) to help you.

Complaint Management Process

The process for resolving matters which have not been addressed to your satisfaction within agreed timescales or expectations is set out below:

Stage 1 – Making Your Complaint

Please set out the details of your complaint in writing (either by letter or email) by contacting:

Hellen Jones

Email: **rentals@wrexrent.com**

Address: **WREXRENT, Units 1-3, Five Crosses Industrial Estate, Minera, Wrexham LL11 3RD**

Telephone: **01978 757312**

When making your complaint, please include as much detail as possible, including dates, names of any staff members you have dealt with, and (where possible) any supporting evidence.

Stage 2 – Our Acknowledgement

- Your complaint will be acknowledged within **3 working days** of us receiving it.
- We will let you know the name and role of the person handling your case.

Stage 3 – Our Investigation

- Your complaint will be investigated by **Hellen Jones**.
- You will receive a formal written response addressing your concerns and proposing resolutions where appropriate.

Timescale: within **15 working days** of receiving your complaint.

If the issue is complex and requires more time, we will update you and provide regular progress reports.

Stage 4 – Final Viewpoint

- If you remain dissatisfied after our investigation, you may request a further review.
- This review will be carried out by **Danielle Jones Small**.
- We will then provide you with our **Final Viewpoint Letter**.

Timescale: within **15 working days** of receiving your request for review.

What You Can Expect from Us

When handling your complaint, we will:

- Treat you fairly, with respect and confidentiality.
- Communicate with you in your preferred way (phone, letter, or email).
- Explain clearly the reasons for our decisions.
- Apologise and put things right where we have made mistakes.
- Learn from complaints to improve our services.

Putting Things Right

If there is a simple solution, we may ask you to accept it immediately. For example, if you were entitled to a service that was missed, we will provide it straight away rather than prolong the investigation.

Staff Training

All staff are trained to handle complaints in line with this policy and receive regular refresher training. Complaints are monitored by management to identify trends and ensure continuous improvement.

