Complaints procedure for contract holders

Jac Y Do are committed to dealing with any complaint you may have. We want to make it as simple and convenient as possible for you to raise a complaint.

We will not treat your first request for a service (such as a repair) as a complaint, it will only be treated as a complaint if the service you have requested has not been performed, or has been inadequetely performed.

Complaints do need to be raised within a reasonable time scale, we would recommend that any complaint be made as quickly as possible, but certainly within six months of any issue or incident.

How to make a complaint

To contact us:

- Email – jyd@home.letmc.com
- Telephone – 01239 811728
- Letter – Jac Y Do, Parc Yr Ysgol, Blaenporth, Cardigan, SA43 2BA

You should set out your complaint clearly. You may, if you prefer, ask a family member or friend to help, you can do this at any stage of the complaints procedure.

The complaints process

Jac Y Do aims to resolve all complaints as quickly as possible, nevertheless, some complaints may be complex and require a significant amount of time to throughly investigate and resolve. However, we will keep you informed of the progress being made with your complaint all the way through the process.

If we receive a complaint from you, we will do all that we can to find a solution. We will respect your right to confidentiality and will treat you fairly, in accordance with our commitment to equality.

We reserve the right to review and update our procedure when appropriate.

Step 1

Your complaint should be directed, in the first instance, to Mr Benjamin Morris.
Once your complaint is received, it will be acknowledged in writing within 5 working days. Jac Y Do aim to give a full response to your complaint within 15 further working day. If it is not possible to resolve your complaint within this timescale, we will write to you and explain that this is the case and give you an idea of the likely date of resolution.

Step 2

If you are not satisfied with our response to your complaint, please contact the Property Redress Scheme (PRS), the PRS are an independent, government approved, redress scheme to which Jac Y Do belong.

Their contact information is:

- Telephone – 0333 321 9418
- Email – info@theprs.co.uk
- Website for further information – www.theprs.co.uk

For further, independent advice, other useful organisations are:

- Citizens Advice Bureau Telephone Advicelink (Wales): 0800 702 2020 - https://www.citizensadvice.org.uk/
- Shelter Cymru - Telephone 08000 495 495 - https://sheltercymru.org.uk/
- Rent Smart Wales -Telephone 03000 133 344 - https://rentsmart.gov.wales/en/home/

For further information, please refer to “A Home in the Private Rented Sector – A Guide for Tenants”. This guide is published by the Welsh government and can be found on the resources page on the Rent Smart Wales website (https://rentsmart.gov.wales/en/resource-library/).