



## Code of Conduct - Complaints Procedure

### Code of Conduct

**iHowz™** expects all members to maintain the highest level of professionalism; to ensure they be aware of all current laws, regulations and procedures and to make best efforts to operate within them.

These rules are binding on all members. A copy of the iHowz Code of Conduct for members can be seen on request.

Note that all correspondence will follow data protection rules as laid down at the time.

### Complaints Procedure

#### *Initial procedure*

Whether the landlord or agent is an **iHowz** member or not, every effort should be made to rectify any problems direct with them.

You should:-

- Notify your landlord both verbally and in writing the nature of your complaint
- Include the resolution that you are seeking
- Give your landlord reasonable time in which to respond to your complaint

If you are unsatisfied with the response, or get no response, and you believe the landlord/agent to be an **iHowz** member you should contact **iHowz** at [complaints@iHowz.uk](mailto:complaints@iHowz.uk) to request a complaint form to be completed and returned to **iHowz**.

#### *Following procedure*

**iHowz** will allocate a senior member (normally a Director of the company) to lead and coordinate the complaint (the Case Administrator); a response will be sent to the Complainant acknowledging the complaint, stating who the Case Administrator is.

Note that the case will only proceed once the Case Administrator is satisfied the complainee is a current **iHowz** member, and all appropriate attempts have been by the Complainant to seek a satisfactory end to the problem.

The Case Administrator will attempt to contact the complainee to inform them of the complaint, and invite them to respond.

Once the Case Administrator is satisfied they have all the evidence that is available they will make a decision; this may involve other **iHowz** staff, and potentially legal advice, depending on the severity and type of complaint.

### Disciplinary Procedure

If your complaint is upheld the **iHowz** member could be:-

- reprimanded;
- suspend from their **iHowz** membership for a period of time;
- be struck off, and barred from holding **iHowz** membership;
- in extreme cases they could be reported to the appropriate authorities – e.g. the Local Authority; Police.