

**Complaints Handling Procedure (CHP)**

This note sets out the procedure we will follow in dealing with any client complaint:

1. We have appointed the following senior personnel as 'Complaints Managers', at the above office, to deal with complaints relating to the departments specified below. If you have a question or if you would like to make a complaint, please do not hesitate to contact the relevant Complaints Manager: -  

Simon Hanton FRICS (Director)	Commercial, valuations and professional services
Justin Naish (Director)	Residential and service charge block management
2. If initially you have made your complaint verbally – whether face-to-face or on the phone – please also make it in writing, addressed to the relevant Complaints Manager named above with any documents, correspondence or evidence to support your complaint.
3. Once we have received your written complaint, the relevant Complaints Manager will contact you in writing within fourteen days to confirm the matter is being investigated and to request any additional information that may be required to progress the matter.
4. Within twenty-eight days of receipt of your written summary the relevant Complaints Manager will write to you to inform you of the outcome of his internal investigation into your complaint and to let you know what actions we have or will take in order to resolve your complaint.
5. If you are dissatisfied with any aspect of our handling of your complaint or the outcome of our internal investigation, you may additionally write to Mr J Jenkins, the General Manager of the company, at the above address. When writing to Mr Jenkins you should ideally enclose copies of relevant correspondence and the reason why you are dissatisfied with the review of your complaint by the complaints manager. Mr Jenkins will then personally conduct a separate review of your complaint, and contact you within fourteen days to inform you of the conclusion of this review.

If you are unable to agree on how to resolve your complaint then you have the opportunity to take your complaint to an independent redress provider. We have chosen to use the following redress provider: -

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

Telephone: 01722 335 458  
Website: [tpos.co.uk](http://tpos.co.uk)