

Complaints Handling Procedure

We are committed to providing a professional service to all of our clients and customers. When something goes wrong, we need you to tell us about it. This will help us to improve our standards.

If you have a complaint, please put it in writing, including as much detail as possible. We will then respond in line with the timeframes set out below (if you feel we have not sought to address your complaints within eight weeks, you may be able to refer your complaint to the Property Ombudsman to consider without our final viewpoint on the matter).

What will happen next?

- 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: -

Graeme Fisher	Block Management
Simon Hanton / Jonathan Davis	Commercial Management
Kay Martin-Yates	Residential Management

- We will send you a letter acknowledging receipt of your complaint within three working days of receiving it, enclosing a copy of this procedure.
- We will then investigate your complaint. This will normally be dealt with by the applicable Complaints Manager stated above who will review your file and speak to the member of staff who dealt with you. A formal written outcome of our investigation will be sent to you within 15 working days of sending the acknowledgement letter.
- 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 Jim 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.

Mr Jenkins will write to you within 15 working days of receiving your request for a review, confirming our final viewpoint on the matter.

If you remain dissatisfied, you can then contact The Property Ombudsman to request an independent review:

The Property Ombudsman Ltd
Milford House
43-45 Milford Street
Salisbury
Wiltshire
SP1 2BP

01722 333 306

www.tpos.co.uk

Please note the following:

You will need to submit your complaint to The Property Ombudsman within 12 months of receiving our final viewpoint letter, including any evidence to support your case.

The Property Ombudsman requires that all complaints are addressed through this in-house complaints procedure, before being submitted for an independent review.