

## Complaints Process

We aim to provide a high standard of service to you our customers, at all times. We do however, realise that occasionally things do not always go exactly to plan. If this occurs, we encourage you to try and resolve the situation with the member of staff you have been dealing with.

### Stage One – Property Manager

The Property Manager will acknowledge your complaint, in writing (letter or email), within 3 working days. The Property Manager will review your complaint and provide you with a formal written outcome of his/her investigations, within 15 working days of receiving the complaint.

### Stage Two – Property Management Director

Should you not be satisfied with the Property Manager's response, to further escalate your complaint, you may request the details of the Property Management Director, to whom you should write (letter or email). The Property Management Director will acknowledge your complaint within 3 working days. The Property Management Director will carry out a full investigation into the complaint and how it has been handled so far. The Property Management Director, will detail their findings and recommendations, in a written response, to confirm our 'final viewpoint' on the matter.

### Stage Three – The Property Ombudsman

After you have received our final viewpoint letter, if the complainant is still not satisfied after the last stage of the in-house complaint procedure (or more than 8 weeks has elapsed since the complaint was first made) then the complainant can take the matter up with The Property Ombudsman Service (TPOS) consumer guide at [www.tpos.co.uk](http://www.tpos.co.uk) without charge.

Please note that if you do wish to contact The Property Ombudsman Service (TPOS), you must do so within 12 months of the date of the final viewpoint letter. It is also important to note that The Property Ombudsman Service (TPOS) will not consider your complaint until our internal complaints procedure has been exhausted.

*N.B. We may not be able to assist with complaints relating to maintenance if you are a customer of our Rent Collection or Let Only services.*

