

IN-HOUSE COMPLAINTS PROCEDURE

We strive to provide a great service however recognise that from time-to-time problems occur and this may mean you feel you need to complain.

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1. Making a Written Complaint

In the first instance we encourage clients to discuss any problems with their Property Manager. They discuss all operational issues with management on a regular basis and we aim to deal with most problems through this mechanism.

If you remain dissatisfied, we ask that you put your complaint in writing, including as much detail as possible, so as to ensure that we fully understand the issues. You can do this by post or email (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).

The person appointed to deal with complaints is Jamie-Lee Damster, Operations Director. Unless you have been notified of an alternative contact by one of our Directors, we ask that you send your complaint to feedback@h-bm.co.uk, or address it to Jamie and send it to our Head Office at 266 Kingsland Road, London, E8 4DG. If you have initially made your complaint verbally, whether face-to-face or on the telephone, we do ask that you put your complaint in writing.

What will happen next?

2. Acknowledgement

Once we have received your written complaint, we will send you an acknowledgment email within 7 days.

3. Our Response

Within 15 working days of receipt of your written complaint, we will write to you to inform you of the outcome of our internal investigation and let you know what actions, if any, we have taken or will take. If at this stage, we are unable to conclude our investigations, we will advise you accordingly, with reasons and confirm our anticipated timescale for conclusion.

4. Separate Review Request

After receiving our conclusion, if you are still not satisfied, you should contact us again and we will arrange for a separate review to take place by a senior member of staff. We will write to you within 15 working days of receiving your request for a review, confirming our final viewpoint on the matter.

5. Redress

If you are still not satisfied with our final viewpoint (or more than 8 weeks has elapsed since the complaint was first made) you can request an independent review from The Property Ombudsman:

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

01722 333 306

admin@tpos.co.uk

www.tpos.co.uk

Please note the following:

You will need to submit your complaint to The Property Ombudsman within 12 months from the date of our final viewpoint, 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.