IN-HOUSE COMPLAINTS PROCEDURE

At HAUS Block Management, we strive to provide a high standard of service. However, we acknowledge that, on occasion, issues may arise that require further resolution. This complaints procedure outlines the steps you can take if you are dissatisfied with our service.

1. Raising a Concern

We encourage clients to first discuss any concerns with their Property Manager, who will attempt to resolve the issue as quickly and efficiently as possible. Property Managers regularly escalate operational matters to their Team Leaders or Senior Management, and we aim to resolve most issues through this process.

If the Property Manager is unable to address your concerns to your satisfaction, we recommend that you escalate the matter to the Property Manager's Team Leader for further review.

2. Making a Formal Complaint

If you remain dissatisfied after speaking with both your Property Manager and their Team Leader, you may submit a formal complaint in writing to the Complaints Team. Please include as much detail as possible so we can fully understand and address the issues. Complaints can be submitted by:

- **Email**: feedback@h-bm.co.uk
- **Post**: Complaints Team, HAUS Block Management, 266 Kingsland Road, London, E8 4DG

If you initially made your complaint verbally (either in person or by phone), we kindly ask that you submit your concerns in writing to ensure clarity and accuracy.

3. Acknowledgement

We will acknowledge receipt of your complaint within 3 working days.

4. Our Response

We will conduct an internal investigation and provide a written response within 21 working days of receiving your formal complaint.

If further investigation is required beyond this timeframe, we will inform you of the delay and provide an estimated completion date.

5. Separate Review Request

After receiving our conclusion, if you are still not satisfied, you may request a separate review by a senior member of staff. We will write to you within 15 working days of receiving your request for a separate review, confirming our final viewpoint on the matter.

6. Redress

If you are still not satisfied with our final response (or 8 weeks have passed since you first submitted your complaint), you have the right to refer your complaint to The Property Ombudsman (TPO) for an independent review.

The Property Ombudsman
Unit 159756
PO Box 7169
Poole
BH15 9EL

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.