



Complaints Policy and Procedure

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

1. We ask that in the first instance you discuss the complaint with either your Property Manager or Service Charge Account Manager depending on the nature of your complaint, so they can fully understand the complaint and see if it can be dealt with over the phone.
2. Where a complaint is initially made orally and cannot be resolved as above, you will be requested to send a written summary of the complaint to the Manager.
3. When we have received a written summary of the complaint, we will acknowledge receipt within three working days.
4. A full and thorough investigation will be undertaken and a written outcome of that investigation will be issued within 15 working days.
5. Should you remain dissatisfied you can ask us to undertake a review which will be carried out by staff not involved in the transaction.
6. This review will be followed by a written statement setting out the review finding and expressing our final viewpoint, (including any offer made), and will be issued within 8 weeks of the written summary.
7. Where you feel a complaint has not been dealt with satisfactorily, (or more than 8 weeks have elapsed since the complaint was first made) you can request an independent review from The Property Ombudsman without charge. You have a period of 12 months to refer the matter to them. The Property Ombudsman can be contacted as detailed below:

The Property Ombudsman Limited
Milford House
Milford Street
Salisbury
SP1 2BP

01722 333 306

admin@tpos.co.uk
www.tpos.co.uk