

## Complaints Procedure

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As a company we continually strive to improve our customer service. We aim to act upon feedback where it may be beneficial to our customers and our company.

**Unhappy?** If you have a complaint you should please, in the first instance, give your Site Manager the opportunity of resolving your complaint. Complaints can be made verbally, in writing, via post or email. If you are unable to use the aforementioned means of communication we will try to make alternative arrangements.

### Still not happy?

1. Please contact Sue Stewart who is the Supervisor for all Site Managers ([sue.stewart@flatmanagers.co.uk](mailto:sue.stewart@flatmanagers.co.uk). Direct line 01206 835357) giving clear details of the complaint. Sue Stewart will aim to acknowledge your complaint upon receipt, and provide a formal response within 7 – 10 days.
2. If you are unhappy with Sue Stewart's response you should please contact the Managing Director Mrs Liza Reeves ([liza.reeves@flatmanagers.co.uk](mailto:liza.reeves@flatmanagers.co.uk). Direct line 01206 835351). Mrs Reeves has ultimate responsibility for implementing the complaints procedure and ensuring complaints are dealt with in a reasonable timescale, and in a proper and courteous manner.
3. Finally, if Mrs Reeves is unable to bring about a satisfactory conclusion we may suggest a final stage mediation meeting which will be attended by all parties but only if that meeting can alter the explanation already given.

Having followed the above procedure, and allowed at least 42 days for us to mutually agree a way forward, if you do not feel you have received appropriate re-dress for your complaint, then you may refer the matter to The Ombudsman Service: Property within nine months of raising the complaint. Details of the scheme can be found at [www.os-property.org](http://www.os-property.org). We would be very disappointed if your complaint reached this stage, and believe you would find it initially beneficial to view the below mentioned web-sites for further information. We are sure you appreciate that each complaint is unique.

If we feel that we have exhausted our internal complaints process and reached impasse we can, upon mutual agreement, refer this matter to the The Ombudsman Service: Property before the end of the 42 day period.

You may not consider our timescales to be reasonable. However we ask you please to bear in mind that we may need to interview staff, other customers and contractors or peruse paperwork before compiling our response.

We will keep written details of our investigations, and compile a "case file" which will include all correspondence, emails, and telephone / meeting attendance notes.

Where we act as Managing Agent for the Residents Association Company appointed by the Landlord within the terms of the Lease, you may contact the Landlord with your complaint if we are unable to reach a solution. However you should bear in mind that quite often the Landlord may have limited knowledge.

Please note there may be a cost implication if your complaint cannot be resolved in-house and your complaint requires referral to the LVT (Lease Valuation Tribunal) or Court. You are advised to take legal advice concerning the arbitration clause in your Lease, and the associated costs concerning arbitration.

If you wish to discuss our procedure please contact our Managing Director, Liza Reeves (details above).

We recommend perusal of the following sites:-

LEASE, The Leasehold Advisory Service [www.lease-advice.org](http://www.lease-advice.org)

Citizens Advice [www.citizensadvice.org.uk](http://www.citizensadvice.org.uk)

The Association of Residential Managing Agents [www.ARMA.co.uk](http://www.ARMA.co.uk).