

# Complaints Handling Procedure

Our Complaints Handling Procedure has two stages

1

## Stage one

This gives us the opportunity to review and consider your complaint in full and to provide a resolution to your satisfaction

2

## Stage two

If you are unsatisfied with our response, stage two gives you the opportunity to have your complaint reviewed and considered by an independent redress

## If you are unhappy:

We encourage complaints to be brought to the attention of your Property Manager in the first instance, giving the Property Manager the opportunity of resolving the complaint without a formal approach.

If you are unsure who your property manager is, you can contact us to find out their name, email address and/or direct dial.

We also encourage you to source independent advice prior to raising a complaint from sources such as:

- The Leasehold Advisory Service
- The Citizen Advice Bureau

If you are not satisfied with the outcome of the informal approach, or you feel it may be inappropriate please follow the steps of our formal complaints procedure as follows in this procedure.

We welcome all constructive feedback and use your comments and complaints as a means to highlight areas which we will endeavour to pay special attention to, to ensure we are providing the highest level of customer service possible.

Requests for property manager details can be made to:

Telephone: 01206 835 350  
Fax: 01206 835 369  
Email: [info@flatmanagers.co.uk](mailto:info@flatmanagers.co.uk)  
Online: [www.flatmanagers.co.uk](http://www.flatmanagers.co.uk)

PMS Managing Estates Limited  
Unit 8 Kings Court  
Newcomen Way  
Colchester  
Essex  
CO4 9RA

# Stage one

## Make a complaint

1

If you are:

- A freeholder, or;
- A leaseholder (head or sub-lease)
- A tenant, or;
- A Residents Management Company, or;
- A recognised Tenants Association, or;
- A Right To Manage Company

You can raise a complaint through our formal channel, by completing our complaints form. The form must be complete to ensure we gain a full understanding of the reason for your complaint.

Requests for a form and completed complaint forms can be sent to:

T: 01206 835 350  
F: 01206 835 369  
E: [complaints@flatmanagers.co.uk](mailto:complaints@flatmanagers.co.uk)  
W: [www.flatmanagers.co.uk](http://www.flatmanagers.co.uk)

PMS Managing Estates Limited  
Unit 8 Kings Court  
Newcomen Way  
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CO4 9RA

Our first stage complaints will be handled by Terry Tarttelin

Our first stage complaints handler will consider your complaint as quickly as possible, and will:

- Acknowledge receipt of your complaint within 7 working days of receipt;
- Advise if unable to provide a response within 28 working days.

We will keep written details of our investigations, and create a 'case-file' to include all correspondence, emails and telephone/meeting attendance notes.

Responses will be in writing and will include the complaint handler's decision and reasons for the decision.

## Stage two

2

### Independent redress.

If you are a customer and are not satisfied with the decision made following stage one of our in-house complaint procedure (or more than 8 weeks has elapsed since the complaint was first made), you can take the matter up with The Property Redress Scheme (or your chosen approved scheme) without charge.

If you are a commercial client, The Neutral Evaluation Procedure is a business-to-business ADR mechanism. Neutral Evaluation is a private and non-binding technique whereby a third party, usually a judge or someone legally qualified, gives an opinion on the likely outcome at trial as a basis for settlement discussions. RICS firms can opt to use this redress scheme on an ad-hoc basis if disputes arise.

#### Customer Redress

The Property Redress Scheme  
Premiere House  
Elstree Way  
Borehamwood  
WD6 1JH

Telephone: 0333 3219418  
Email: [info@theprs.co.uk](mailto:info@theprs.co.uk)  
Online: [www.theprs.co.uk](http://www.theprs.co.uk)

#### Business Redress

The Neutral Evaluation Procedure  
IDRS Ltd  
24 Angel Gate  
City Road  
London, EC4Y 1EU

Telephone: 020 7520 3800  
Fax: 0845 1308 117  
Email: [info@idrs.ltd.uk](mailto:info@idrs.ltd.uk)