

# Complaints Handling Procedure

Our Complaints Handling Procedure has two stages

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## Stage one

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

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## 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 provider, approved by the Association of Residential Managing Agents.

## 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:

T: 01206 835 350  
F: 01206 835 369  
E: [info@flatmanagers.co.uk](mailto:info@flatmanagers.co.uk)  
W: [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

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### 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 complaint forms, 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  
Colchester  
Essex  
CO4 9RA

Our first stage complaints handler is:  
Terry Tartelin, Director

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.

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## Stage two

If you are dissatisfied with the decision of the first stage review, you may seek independent redress.

If you are not satisfied after the last stage 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 Ombudsman Services: Property (or your chosen approve scheme) without charge.

Stage two complaints should be sent to:

Ombudsman Services: Property  
PO Box 1021  
Warrington  
WA4 9FE

T: 0330 440 1634  
F: 0330 440 1635  
E: [enquiries@os-property.org](mailto:enquiries@os-property.org)