

## COMPLAINTS PROCEDURE

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We pride ourselves on providing the highest standard of service to all leaseholders and residents, operating in line with the RICS Service Charge Residential Management Code. When something goes wrong, we need you to tell us about it. This will help us to improve our standards. In the interest of good customer service, we have adopted the following procedure for dealing with complaints. This procedure is appropriate to our firm's size and structure.

Locally-based office staff will deal with day-to-day problems on a one-to-one basis. In the first instance, you should attempt to resolve any issues with your Estate Manager. We know from experience that sometimes it's just best to talk things through over the phone, as opposed to emailing back and forth, so try and do that if you can. This approach can often lead to a quicker resolution and the action points can always be summarised by email afterwards.

Should your issues remain unresolved, you can ask the Office Manager to take a fresh look at it.

### Stage 1 - Written Complaint

Please put your complaint in writing to: **Office Manager**, JM Estates, Bagshot Road, Bracknell, Berkshire RG12 9SE including as much detail as possible and referencing any related documents (eg. your lease). Please quote your client reference number which appears on any correspondence we send you and include a telephone number for us to contact you on. We will then send you a letter acknowledging receipt of your complaint within 7 calendar days of receiving it, enclosing a copy of this procedure.

The Office Manager will then work closely with the Estate Manager to gather all of the facts and assist with drawing some conclusions. You will then receive a call from either the Estate Manager or Office Manager (as appropriate) with a view to verbally agreeing a resolution. If this is successful then we will summarise the outcome to you in writing.

Should a verbal resolution not be reached, the Office Manager will send a formal written outcome of our investigation which we will endeavour to send within 28 calendar days from receipt of your written complaint. If, at this stage, you are still not satisfied, you may contact us again and we will arrange for a separate review to take place by a senior member of staff.

### Stage 2 - Further & Final Review

Please send your written request for a further review to: **Senior Manager**, JM Estates, Bagshot Road, Bracknell, Berkshire RG12 9SE. We will send you a letter acknowledging receipt of your request within 7 calendar days of receiving it. We will write to you again within 28 calendar days from receipt of your written complaint, confirming our final viewpoint on the matter.

### Ombudsman Review

If you remain dissatisfied, you can contact The Property Ombudsman to request an independent review within 12 months of receiving our final viewpoint letter. The Property Ombudsman Ltd, Milford House, 43-55 Milford Street, Salisbury, Wiltshire SP1 2BP. Tel: 01722 333306. Website: [www.tpos.co.uk](http://www.tpos.co.uk)

Please Note: The Property Ombudsman requires that all complaints are addressed through this in-house complaints procedure, before being submitted to them for an independent review.

*Updated: June 2019*