

Complaints Handling Procedure

What can I do if I am not satisfied with the service I have received from you?

Whilst we are committed to providing a quality service, we acknowledge that on occasions things can go wrong. If we do not meet your expectations and you are dissatisfied in some way, then we wish to know. Most complaints stem from a lack of communication, in that either we misunderstand your instructions or customers misunderstand the service we provide.

In the first instance, we would encourage you to discuss any problems verbally and informally with your principal contact within the company. If this office is the source of your complaint, staff here should be able to help quickly and answer any questions you may have. If this does not resolve your concerns, then the Company's formal procedure can be invoked.

We have adopted a formal two stage procedure to ensure that any complaint is dealt with fairly and that anyone with a grievance is aware of the procedure to follow, thus avoiding any additional frustration. Details of the appropriate persons nominated to deal with each stage of your complaint are shown overleaf.

How do I make a formal complaint to you?

Stage 1

If the verbal and informal approach with your Property Manager does not satisfactorily deal with your concerns, we ask that you put your complaint in writing to the Regional Manager who oversees the site about which you wish to complain. We advise you to keep copies of all correspondence sent to us and notes of any conversations or telephone calls.

In order that we can help resolve your concern as quickly and efficiently as possible, we ask you to provide the following information in the letter of complaint:

- Your name, address and a daytime telephone number on which you can be contacted
- The name and office location of the individual within the company with whom you have been dealing
- A clear description of your complaint, giving concise details of what you believe has gone wrong
- Details of what you would wish to be put right

Your letter will be acknowledged within 3 working days of receipt and you will be advised of the timescale for sending a full reply, which will usually be within 15 working days of the acknowledgement. An internal investigation into your complaint will be undertaken and, following completion of the same, you will be provided with a full response with details of what actions we have taken or will take. It is hoped that this response will resolve the matter to your complete satisfaction.

Stage 2

If your complaint is not satisfactorily resolved by stage 1 above or if you still have concerns, you can request that the matter be referred to a Director of the company. A separate review of your complaint will be undertaken, and you will be contacted usually within a further 15 working days to inform you of the conclusions reached. This response will represent the final viewpoint of the company.

What can I do if I am still not satisfied?

If you are still not satisfied after the last stage of the in-house complaint procedure (or more than 8 weeks has elapsed since the complaint was first made) then it may be appropriate for the matter to be referred to an independent third party.

- If you are a consumer, you should contact:

The Property Ombudsman Ltd
Milford House
43-55 Milford Street
Salisbury
Wiltshire
SP1 2BP

Phone: 01722 333 306
Email: admin@tpos.co.uk
Web: www.tpos.co.uk

Please note the following:

You will need to submit your complaint to The Property Ombudsman within 12 months of receiving Warwick Estates' final viewpoint letter, including any evidence to support your case.

The Property Ombudsman requires that all complaints are addressed through Warwick Estates' in-house complaints procedure, before being submitted for an independent review.

This is a free service.

- If your complaint is in a business or corporate capacity, you should contact:

Centre for Effective Dispute Resolution (CEDR)
70 Fleet Street
London
EC4Y 1EU
Web: <https://www.cedr.com/>
Tel: 020 7536 6060