

Complaints Procedure

Commercial Property



| Applicable to: | | | | | |
|----------------|---------------------------------------------|---|-------------------------------------------------------------------------|---|---------------------------------------------------------------|
| X | Licensees (Serviced Office Customers) | X | Tenants (Occupiers of office or commercial space with a lease) | X | Retail Tenants (Occupiers of Retail Space with a lease) |

| | |
|----------------|--------------|
| Procedure Date | 18/04/2020 |
| Review Date | 17/04/2021 |
| Author | Daniel Hulse |

Scope

CERT Property owns and operates multiple buildings across a variety of asset classes, including Commercial, Retail and Residential.

We understand that as with any large business, we don't always get things right the first time and always seek to continually improve our processes, train our team members and more importantly, engage with our customers to proactively ensure that any customer concerns are dealt with to the mutual satisfaction of both ourselves and customers, in a timely manner and informally where possible.

This document sets out our formal and informal complaints processes for our customers.

CERT Property Responsibilities

A operators of our office buildings, CERT Property have a number of day-to-day responsibilities to our tenants which include but are not limited to:

- Providing a manned reception during office hours
- Providing secure out of hours access via a fob based entry system
- Meeting and greeting visitors for visitors
- Distributing post and parcels to tenants
- Cleaning and maintenance of Communal Areas, Toilets and Offices
- Ensuring our office buildings are operated safely and in compliance with legislation in all customer offices and communal areas.

Further to this, for serviced office customers our responsibilities include but are not limited to:

- Provision of fibre internet services to individual offices
- Provision of voice over IP telephony services where required
- Provision of meeting room facilities which can be pre-booked and are subject to availability
- Provision of communal kitchen facilities

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Stage One - Informal

Where customers have a day to day concern, they should approach our front of house team members for a resolution in a timely manner.

Examples of day to day concerns include but are not limited to:

- A one off example of unsatisfactory cleaning
- Unsatisfactory internet or telephony performance

For an informal concern, customers should expect these to be rectified immediately or as soon as possible.

Customers can expect informal complaints to be dealt with immediately or within 1 working day, and a written or verbal response from the Asset Manager.

Stage Two - Formal

Where customers have a concern relating to a more serious or involved matter, they should raise their concerns to the Asset Manager in writing as soon as possible.

The Asset Manager will be the person responsible for handling the complaint and responding to the customer in writing with a decision and proposed corrective actions.

Formal complaints from Licensee / Tenants will only be considered from those team members involved with decision making within the office, or from the License or Tenancy Agreement signatories. Complaints from those team members without appropriate seniority will be dismissed immediately and those team members will be advised to refer their complaint to the most appropriate person employed by the Licensee or Tenant.

Examples of more serious concerns include but are not limited to:

- Failure to act or respond to an informal complaint in a timely or satisfactory manner
- A breach of licence agreement or lease
- A breach of GDPR
- Serious or sustained failure of building systems relating to plant, machinery, electrics, or VOIP and Telephony systems
- Failure by CERT Property to adhere to legislative requirements relating to Health and Safety
- Concerns about the overall standards of the building relating to cleaning or maintenance
- Theft or from a tenants or licencees office
- Rude, aggressive or unprofessional behaviour by any CERT Property team member, contractor or subcontractor

In considering their response, the Asset Manager may gather and consider evidence including but not limited to:

- Emails and documents
- CCTV footage
- Call and internet usage reports
- Reports and documentation from 3rd party suppliers and contractors
- Oral and or written evidence from CERT Property team members or 3rd party contractors or

suppliers

- Witness accounts from CERT Property team members or 3rd party contractors or suppliers.
- Advice from qualified professionals
- Any other data that CERT Property Ltd or its subsidiaries holds about you in line with our [Privacy and GDPR Policy](#)

The Asset Managers decision will be one of seven outcomes detailed in **Table 2 - Outcomes**.

The Asset managers response will include:

- A detailed response to all points raised within the customers complaint
- Copies of supporting evidence where appropriate
- Their decision as set out in **Table 2 - Outcomes**.
- Their proposal for corrective actions if appropriate.

Where the complaint has been escalated by the Asset Manager, the customer will receive confirmation setting out their reasons for doing so (for example, if the complaint is about the conduct or capability of the Asset Manager and it would be inappropriate for them to respond to the complaint)

The customer can expect as a minimum:

- A fair and impartial investigation and response
- That CERT Property will resolve their complaint within the below timescales in **Table 1 - Response Timescales**.
- To receive regular updates about their complaint

The customer will not be entitled to:

- View evidence that is commercial sensitive
- View evidence that is personally sensitive which involves a member of the CERT Property team or subcontractor
- Influence or be made party to disciplinary procedures or their outcomes carried out as a result of their complaint.

Appeal

In most instances, the Asset Managers decision is final.

The customer is entitled to query and or suggest / request changes to the corrective actions proposed by the Asset Manager within 7 working days of receipt of the Asset Managers decision and proposed corrective actions.

The customer is entitled to request that the decision is reviewed by a more senior member of our team, (typically the Head of Property Management or Head of Operations) within 7 working days of receipt of the Asset Managers decision and proposed corrective actions.

The decision will only be reviewed if:

- The Asset Manager has not followed this process correctly.
- The Asset Manager has not taken into consideration all of the evidence presented by the complainant or all of the evidence available.
- There was a demonstrably perverse decision made by the Asset Manager.

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If the appeal does not fall into any of these three categories, the appeal will be dismissed and the Asset Managers original decision will be upheld. The customer is not entitled to appeal simply because they disagree with the Asset Managers decision or desired a different outcome.

The reviewing manager will not normally consider new evidence or submissions from CERT Property team members, 3rd parties or the customer, unless there is a demonstrable reason these could not be submitted with the original complaint.

Table 1 - Response Timescales

| | Informal Complaint | Formal Complaint | Appeal |
|-------------------------------------------------------------------------|--------------------|------------------|----------------|
| Corrective action where needed and written or oral response | 1 working day | | |
| Written confirmation of receipt of the complaint or appeal | | 1 working day | 1 working day |
| Investigation period | | 5 working days | 5 working days |
| Written outcome of the findings of the complaint and corrective actions | | 7 working days | 7 working days |
| Maximum extension period permitted* | | 7 working days | 7 working days |

**In limited circumstances, an extension to the timeframe may be required by the investigating manager in order to acquire further evidence, conduct further investigation or seek professional advice. The extension timescale and reason for extension will always be communicated to the customer in writing before the expiration of the standard response timescale.*

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Table 2 - Outcomes

| Decision | Reason | Outcome |
|----------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Complaint upheld | The complaint is with merit and has been submitted correctly within the requirements set out within this document | Detailed written response and corrective actions communicated to the customer. |
| Complaint not upheld - without merit | The complaint can not be upheld on the basis that the evidence available to the Asset Manager does not support the complaint | Detailed written response with supporting evidence setting out why the complaint has not been upheld. |
| Complaint not upheld - incorrectly submitted | The complaint has not been submitted correctly within the requirements set out within this document. | Customer is referred back to this complaints policy and invited to resubmit their complaint within the requirements set out by this document. |
| Complaint not upheld - Informal Complaint | The complaint is minor and could have been dealt with informally. | Complaint dealt with as an informal complaint |
| Complaint Referred - 3rd Party | The complaint refers to a 3rd party contractor or subcontractor not directly employed by CERT Property but working on a CERT Property site. | Complaint will be addressed with a 3rd party who will respond to CERT Property. Responses and outcomes will follow the processes set out within this document. |
| Complaint Referred - Senior Management | It is inappropriate or impossible for the Asset Manager to respond to the complaint | Complaint will be referred to the Head of Property Management who will follow the processes set out in this document. |
| Complaint Dismissed without investigation | <p>The complaint is demonstrably vexatious or malicious.</p> <p>The complaint has previously been dealt with in accordance with the requirements set out in this document.</p> <p>The complaint is about a product or service provided directly to the customer by a 3rd party.</p> | Customers are advised in writing that their complaint has been dismissed and the reasons why. |

Table 3 - Investigating Officers

| Informal Complaints | |
|------------------------------------------------------|---------------------------------------------------|
| Receipt and resolution of informal complaints | Front of House Team Members Asset Manager |
| Formal Complaints | |
| Receipt of formal complaint | Asset Manager |
| Investigation of formal complaint | Asset Manager Head of Property Management |
| Decision on outcome of formal complaint | Asset Manager Head of Property Management |
| Appeal or Escalated Complaints | |
| Receipt of appeal or escalated complaint | Head of Property Management Head of Operations |
| Investigation of appeal or escalated complaint | Head of Property Management Head of Operations |
| Decision on outcome of appeal or escalated complaint | Head of Property Management Head of Operations |

Signed for and on behalf of CERT Property

Name Daniel Hulse Position Asset Manager

Signature Daniel Hulse Date 21/04/2020

| Document Control | | | |
|-------------------------|------------------------------------------------------------------|-----------------|---------|
| V 1.0 | Submitted for Approval | April 21st 2020 | D Hulse |
| | Approved | April 22nd 2020 | S Tate |
| V 1.1 | Link to Privacy and GDPR Policy under Formal Complaint Procedure | April 28th 2020 | D Hulse |