

Complaints Procedure



Residential Property

Applicable to:					
X	Applicants	X	Tenants	X	Landlords

Scope

CERT Property 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.

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Stage One - Informal

Where customers have a day to day concern, they should approach their Asset Manager for a resolution in a timely manner.

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 Head of Property Management in writing as soon as possible.

The Head of Property Management will be the person responsible for handling the complaint and responding to the customer in writing with a decision and proposed corrective actions.

We ask that you put your complaint in writing, either by letter or email and that you cover the following points:

- Your name, address and daytime telephone number on which you can be contacted
- A clear description of your complaint, giving concise details of what you believe has gone wrong
- Details of what you would like to be done to resolve your complaint

The customer can expect:

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- A letter acknowledging receipt of your complaint within three working days of receiving it, enclosing a copy of this procedure
- An investigation into your complaint and a formal written outcome sent to you within 15 working days of sending the acknowledgement letter

Appeal

Should you not be satisfied, you should contact us again and we will arrange for a separate review to take place by another senior member of staff.

We will write to you within 15 working days of receiving your request for a review, confirming our final viewpoint on the matter.

Referral to The Property Ombudsman

If you feel your complaint is still not resolved, you can write to The Property Ombudsman. This is a free service.

The Property Ombudsman
Milford House
43-55 Milford Street
Salisbury
Wiltshire
SP1 2BP
Tel No: 01722 333306
Fax No: 01722 332296
www.tpos.co.uk

Please note the following:

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

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

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