

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 Head of Property Management's decision will be one of six outcomes detailed in **Table 2** -

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Outcomes.

The Head of Property Management's response will include:

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

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

Appeal

The customer is entitled to query and or suggest / request changes to the corrective actions proposed by the Asset Manager within 15 working days of receipt of the Head of Property Management's decision and proposed corrective actions.

The customer is entitled to request that the decision is reviewed by another senior member of our team, (Head of Operations) within 15 working days of receipt of the Head of Property Management's decision and proposed corrective actions.

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.

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.

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

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		3 working days	3 working days
Written outcome of the findings of the complaint and corrective actions		15 working days	15 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 Dismissed without investigation	The complaint is demonstrably vexatious or malicious. The complaint has previously been dealt with in accordance with the requirements set out in this document.	Customers are advised in writing that their complaint has been dismissed and the reasons why.

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	The complaint is about a product or service provided directly to the customer by a 3rd party.	
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Table 3 - Investigating Officers

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