

COMPLAINTS PROCEDURE

BLOCK AND PORTFOLIO MANAGEMENT DIVISION



We are committed to providing a professional service to all our clients and customers. When something goes wrong, we need you to tell us about it. This will help us to improve our standards.

If you have a complaint, please put it in writing, including as much detail as possible, to our Block Complaints, Altus PM, 9-11 The Quadrant, Richmond TW9 1BP, or by email to Blockcomplaints@altus-pm.com. We will then respond in line with the timeframes set out below. If you feel we have not sought to address your complaint within eight weeks, you may be able to refer your complaint to The Property Redress Scheme to consider without our final viewpoint on the matter.

What will happen next?

- We will send you a letter acknowledging receipt of your complaint within **three** working days of receiving it, enclosing a copy of this procedure.
- We will then investigate your complaint. This will normally be dealt with by a director or senior staff member of the division who will review your file and speak to the member of staff who dealt with you. A formal written outcome of our investigation will be sent to you within **fifteen** working days of receipt of your complaint.
- If, at this stage, you are still not satisfied, you should contact us again and we will arrange for a separate review to take place by a more senior member of staff.
- We will write to you within **fifteen** working days of receiving your request for a review, confirming our final viewpoint on the matter.
- If you remain unhappy with our response and have exhausted our complaints procedure, as we are members of The Property Ombudsman, a government approved redress scheme who resolve complaints between members and their consumers, you can contact them and ask them to investigate your complaint in line with their published Conditions of Complaints. Before raising your complaint with The Property Ombudsman, you must have waited 8 weeks from the date of your written complaint to us for us to investigate and respond, and any referral to The Property Ombudsman must be made within 12 months of the date of our final review as explained in section 4 above.
- The Property Ombudsman scheme is free to use for those making a complaint and further information and guidance on how to resolve complaints is available on their website <https://www.tpos.co.uk/consumers>
- To make a complaint, you can fill out a complaint form online on their website <https://selfserve.tpos.co.uk>

The Property Ombudsman

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43-55 Milford Street
Salisbury
Wiltshire
SP1 2BP
01722 333 306
Email: admin@tpos.co.uk
Website: www.tpos.co.uk

WWW.ALTUS-PM.COM

