

COMPLAINTS PROCEDURE

Whilst we hope that you are completely satisfied with our service, we understand that sometimes a formal resolution to a problem is necessary.

Please find our complaints procedure guidance below:

We appreciate that you may have made your complaint verbally, whether in person or on the phone, however we will require you to send a written summary of your complaint including:

- the name(s) of the member(s) of staff with whom you have been dealing in relation to the matter (if known);
- a clear description of the complaint and what you would like to be done to resolve the matter;
- your full postal address and telephone number (and e-mail address if you have one).

Please send your complaint to matt.wheeler-wade@strangfordmanagement.com

STEP 1

When you make a complaint, we will write to you within 3 working days of receipt and tell you:

- what we understand to be the nature of the complaint
- how we will deal with your complaint and how long it is likely to take
- who is responsible for dealing with your complaint; and
- how we will keep you informed of progress

STEP 2

Within 15 working days of receipt of your written complaint, we will write to you informing you of the outcome of our investigations into your complaint and let you know what actions have been or will be taken.

STEP 3

If you are still not satisfied with any aspect of our internal handling of your complaint (or more than 8 weeks has elapsed since your complaint was first made), Strangford Management Ltd is a member of the below independent redress scheme who you can take the matter up with, free of charge:

The Property Ombudsman

Milford House

43-55 Milford Street

Salisbury

Wiltshire

SP1 2BP

Complaints Enquiries: 01722 333 306

Email: admin@tpos.co.uk

Website : www.tpos.co.uk

Please note, if you remain dissatisfied, you have 12 months in order to refer the issue to The Property Ombudsman.