



CUSTOMER COMPLAINTS PROCEDURE

Brackenburg Property Management Ltd aims to provide the highest standards of service to all our customers. We are always keen to find ways of improving the services we give. Your comments and complaints can help us put things right, if they go wrong. They also help us understand what we should do differently to improve our services in the future. To ensure that your interests are safeguarded, a complaints procedure has been introduced. This provides the opportunity for the matter and any dispute to be resolved and investigated internally in the first instance and; in the event that we are not able to deal with the issue to mutual satisfaction, by reference to the Property Ombudsman.

1. If you believe that you have a grievance that has not been dealt with appropriately through negotiation, please write a letter of complaint in the first instance to: Anna Sanhedrin (Director), at our office address, email, phone, or contact your landlord directly. Complaints, will be acknowledged within and no longer than 7 days. Any issues raised will be investigated thoroughly and a formal reply will be sent within 28 days of receipt. We will endeavour to resolve matters quickly and efficiently in order to reach a satisfactory conclusion. The use of mediation may also be of assistance, and we suggest that you may take advice from other sources, such as <https://www.lease-advice.org/> or <https://www.citizensadvice.org.uk/>
2. If the complainant is still not satisfied after the last stage of the in-house complaint procedure (or more than 8 weeks has elapsed since the complaint was first made) then he/she can take the matter up with Property Ombudsman without charge

The Property Ombudsman
Milford House,
43 - 55 Milford Street,
Salisbury,
Wiltshire, SP1 2BP
Tel: 01722 333306

<https://www.tpos.co.uk/> and supply any evidence at the ombudsman's request.