



CUSTOMER COMPLAINTS PROCEDURE

Brackenbury 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. Complaints, in writing, will be acknowledged within and no longer than 7 working days. Any issues raised will be investigated thoroughly and a formal reply will be sent within 21 working days of receipt. We will endeavour to resolve matters quickly and efficiently in order to reach a satisfactory conclusion.
2. In the event that we have not responded within the satisfactory 8 week cut off period, or prior to that if a deadlock position is reached, or the final review as detailed above still fails to satisfy your complaint the Ombudsman can be approached. We advise you to refer the matter to:

Ombudsman Services: Property
PO Box 1021
Warrington
WA4 9FE.

Tel: 0330 440 1634

<https://ombudsman-services.org/sectors/property> and supply any evidence at the ombudsman's request. You are also entitled to have your complaint referred to the Ombudsman should we fail to deal with matters promptly or do not comply with our in-house complaints procedure as described in this document within 8 weeks from the date of receipt of your initial formal grievance.