

# Complaints Procedure

Premier Estates Limited is committed to providing a high quality estates management service, however we recognise that occasionally issues will arise. When something goes wrong we need you to tell us about it, as this will speed up the resolution process and help us to improve our service delivery. In accordance with good practice, we set out below the process that you should follow if you are dissatisfied with any aspect of our service.

Our policy is to provide an acknowledgement to formal complaints within three working days of receipt. Following which, a full response to all correspondence will be issued within five working days. If more time is required, you will receive an acknowledgement within those five working days that will give you an indication of when a full reply will be sent, which will not be more than fifteen days of your original written notification. We aim to complete steps one to three below and resolve the issue to the satisfaction of all parties within a maximum of eight weeks of receiving written notification.

## Step One

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The first point of contact for any complaint should be the Senior Estates Manager responsible for the management of your development. If, after raising the matter informally with the Estates Manager, you are not happy with the way in which the issue is being handled, your complaint should be put in writing to the Senior Estates Manager concerned.

## Step Two

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If, having received a written response from your Senior Estates Manager, you are still dissatisfied and feel it necessary to take the matter further, your complaint should be put in writing to the relevant Associate Director. Your Senior Estates Manager will have informed you of the Associate Director's contact details. The Associate Director will investigate the matter and respond with a written outcome of their investigations within 15 working days and suggestions, if possible, for an amicable solution.

## Step Three

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If you remain dissatisfied after the Associate Director has responded to your complaint, the matter will be referred to a Board Director for review, who will provide a written statement setting out their findings and expressing a final viewpoint within 15 working days.

## Finally

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Once every stage of the above process has been exhausted, if you still feel that your complaint has not been satisfactorily addressed or you have received a letter from us stating that we feel we cannot come to a mutual agreement regarding your complaint (a deadlock letter), or more than eight weeks has elapsed since the complaint was first raised, you have

the ability to refer the matter to The Property Ombudsman ("the Ombudsman"), without charge. The Ombudsman must be contacted within twelve months of our final letter for them to accept the complaint.

It is a requirement of the Enterprise and Regulatory Reform Act 2013 that we offer access to an Ombudsman scheme to provide an independent redress mechanism in the event that we have been unable to resolve your complaint through our in-house complaints procedure. The Property Ombudsman provides a free and independent service and has been approved by the Government to run a redress scheme. Their role is to investigate complaints fairly by looking at the facts and listening to both sides of the story. Once every stage of the above process has been exhausted, they can be contacted as follows:

The Property Ombudsman  
Milford House  
43-55 Milford Street  
Salisbury  
Wiltshire  
SP1 2BP  
t. 01722 333 306  
e. [admin@tpos.co.uk](mailto:admin@tpos.co.uk)  
w. [www.tpos.co.uk](http://www.tpos.co.uk)

