

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.

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

The first point of contact for any formal complaint should be the Senior Estates Manager responsible for the management of your development. If you are unsure who this is, your Estates Team will be able to provide you with their contact details. Your complaint will be acknowledged within 3 working days and a full response issued within 10 working days.

STEP TWO

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 Regional Director. If you are unsure who this is, your Estates Team or the Senior Estates Manager will be able to provide you with the Regional Director's contact details. The Regional Director will investigate the matter and respond with a written outcome of their investigation within 15 working days, including suggestions, if possible, for an amicable solution.

STEP 3

If you remain dissatisfied after the Regional Director has responded to your complaint, your complaint 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

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
w. www.tpos.co.uk



COMPLAINTS PROCESS FOR HIGHER RISK BUILDINGS IN ENGLAND

A higher risk building is a building that is more seven storeys or 18 meters in height, whichever is reached first. These buildings are registered with the Building Safety Regulator and follow the Regulator's building safety regime regarding fire and structural safety.

Premier Estates know which buildings fall into these categories and they will be referenced within their replies.

Complaints for higher risk buildings that are considered 'relevant complaints' for the Regulator to externally review will be handled by the Building Safety Regulator and not The Property Ombudsman Service. This applies to the following topics:

- 📌 Fire Safety
- 📌 Structural Safety
- 📌 The Performance of the Accountable Person

If the complaint does not refer to the above topics (i.e. is not classed by the Building Safety Regulator as a relevant complaint), you may still raise the complaint with The Property Ombudsman Service for review under their criteria.

Please raise complaints regarding higher risk buildings with us in the same way as any other complaint. If this is considered to be a relevant complaint, as defined by the Building Safety Act, you will be advised of this in our response.

Our timelines for responding to your complaint will be the same as that stated in our published complaints' procedure.

Where Premier Estates is not an Accountable Person or Principal Accountable Person, we may need to request that you raise your complaint with the Accountable Person or Principal

Accountable Person – this is usually your building owner / landlord or a Resident Management Company. Where this is necessary, we will advise.

You can contact the Building Safety Regulator via the details below:



Telephone: 0300 790 6787

<https://www.gov.uk/guidance/contact-the-building-safety-regulator>