

CUSTOMER COMPLAINTS HANDLING PROCEDURE

Compass Block Management as a division of York Laurent Limited is a member of ARMA, Association of Residential Managing Agents and accordingly adheres to their code of practice. We are committed to providing a professional service to all our clients and customers. When something goes wrong, we need you to tell us about it. This will help us to improve our standards. If you have a complaint, please put it in writing, including as much detail as possible to: -

The Office Manager
Compass Block Management
13 Frederick Street, Jewellery Quarter
Birmingham, B1 3HE

We will then respond in line with the timeframes set out below (if you feel we have not sought to address your complaints within 8 weeks, you may be able to refer your complaint to the Property Ombudsman to consider without our final viewpoint on the matter). What will happen next?

- We will send you a letter acknowledging receipt of your complaint within 3 working days of date stamp receipt, enclosing a copy of this procedure.
- If we require further clarification of any point of your written complaint, we will request this from you by telephone and confirm in writing.
- We will then investigate your complaint. This will normally be dealt with by a designated individual in the Management Department who will review your file and speak to the member of staff who dealt with you. A formal written outcome of our investigation will be sent to you within 15 working days of sending the acknowledgement letter.
- If, at this stage, you are still not satisfied, you should contact us again and we will arrange for a separate review to take place by the Director in charge of the Management Department.
- We will write to you within 15 working days of receiving your request for a review, confirming our final viewpoint on the matter.
- If you are 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) you can request an independent review from The Property Ombudsman without charge. Their address is as follows: -

The Property Ombudsman
Milford House
43-55 Milford Street, Salisbury
Wiltshire, SP1 2BP
Tel: 01722 333 306 / Email: admin@tpos.co.uk / Website: www.tpos.co.uk

Please note the following:

You will need to submit your complaint to The Property Ombudsman within 12 months of receiving our final viewpoint letter, including any evidence to support your case. The Property Ombudsman requires that all complaints are addressed through this in-house complaints' procedure, before being submitted for an independent review.

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