

COMPLAINTS PROCEEDURE

Statement of Intent: Omnicroft Ltd aim to provide a good quality Property Management Service. However, despite our best efforts and intentions, sometimes things can go wrong, and for this reason, we have established a formal complaints Policy to outline the procedure, which should be followed in order to make a formal complaint.

Our complaints procedure is open to everyone, who receives or requests a service from Omnicroft Ltd.

Aims: It is accepted that most complaints will be made informally to front-line members of staff and will be resolved at this stage without the need for further action. However, should the complaint not be resolved at this stage, it will be necessary to invoke a “formal” Complaints Policy.

Complaints may include:

- Delays or failure to provide a service.
- Dissatisfaction with our policies and procedures.
- Perceived unhelpful behaviour or treatment by staff or contractors.

How do I make a formal Complaint?

Before making a formal complaint, we would ask you to liaise, once again, with the person you were originally dealing with in order to give them a final opportunity to solve the problem.

If it proves to be unsuccessful, we would ask you to follow the following procedure:

Step 1

Complaint to Omnicroft Ltd.’s Director/s

Please send a formal letter (which can be sent by post or email) laying out in bullet point detail, your exact complaint.

The Omnicroft Directors/s will:

- Investigate the matter to determine what has happened and why.
- Contact you again if additional information is required.
- Send you a full reply addressing your complaint.

You should expect a response within 14 working days.

Step 2

Residential Management Company Complaints Review – Directors Level

Should you remain dissatisfied with the outcome, following an investigation carried out by the Directors of Omnicroft Ltd, your complaint, (having received the relevant permission to do so) will be escalated to the Directors of your Residential Management Company. The designated Director, who deals with complaints, will acknowledge the complaint, and re-investigate. (Omnicroft Ltd, will, with approval, confirm the contact name/details of the appropriate Director).

You should receive a response within 14 working days.

Step 3

Review by an appropriately professionally qualified person or professional body of your own choice and/or refer your complaint to: -

Property Redress Scheme

Premiere House, 1st Floor, Elstree Way, Borehamwood, WD6 1JH

Tel: 0333 321 9418

Email: info@theprs.co.uk

www.theprs.co.uk

RICS Dispute Resolution Service

55 Colmore Row

Birmingham

B3 2AA

Call: 020 7334 3806

www.rics.org/uk/products/dispute-resolution-service

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.