

## CUSTOMER COMPLAINTS PROCEDURE

### Introduction

Broadoak Management Ltd aims to give a good service to our customers in a polite and fair manner. We want to know when we get things wrong or when customers are unhappy with the service they have received from us so that we can try to put matters right.

Any complaint is taken very seriously and we will endeavour to respond to all complaints in a timely manner.

To ensure that we have all the facts necessary to investigate your complaint we have a procedure for you to follow. Following this procedure will enable us to expedite your complaint to a mutually satisfactory resolution.

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### How we identify a complaint

Any dissatisfaction our customer feels about an aspect of our service, policies or actions / decisions.

A complaint could be a when a customer feels:

- **We have failed to respond to their initial enquiries.**
  - **Our staff were unhelpful or were not polite**
  - **We have failed to carry out a repair within a reasonable timeframe**
  - **If we have not returned your calls or replied to your correspondence**
  - **We gave unclear, misleading or unsuitable advice**
  - **If you believe we have discriminated against you.**
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### Stage 1 - Complaints Procedure

The best way to resolve a problem or issue is to give the employee involved the opportunity to discuss concerns with you informally. Before a formal complaint is made we would ask that you try to resolve the matter with the Property Manager in the first instance.

If you feel that it is not appropriate to deal with the matter informally then you should put your complaint in writing to:

**Property Manager**  
**Broadoak Management Ltd**  
**Unit 7 Hockliffe Business Park**  
**Hockliffe**  
**Bedfordshire**  
**LU7 9NB**  
**Email: [maintenance@broadoakmanagement.co.uk](mailto:maintenance@broadoakmanagement.co.uk)**

We will normally acknowledge receipt of your letter, email or fax within three working days. A full investigation of the complaint will be carried out and you will receive a written reply with 15 working days.

If you are unhappy with the response to your complaint, or complaint is regarding the Property Manager and you feel it is difficult to discuss or write to them then please proceed to Stage 2.

## Stage 2 - Complaints Procedure

The best way to resolve a problem or issue is to give the employee involved the opportunity to discuss concerns with you informally.

If you do not feel you have received a reasonable response to your complaint under Stage 1 then you should write for the attention of the Managing Director. The Managing Director will carry out a review of your complaint and provide a response in writing within 4 weeks informing you of the decision regarding your complaint and the way it has been handled by the company. Please address your letter to:

**Simon Spavins**  
**Managing Director**  
**BroadOak Management Ltd**  
**Unit 7 Hockliffe Business Park**  
**Hockliffe**  
**Bedfordshire**  
**LU7 9NB**

**Email: [query@broadOakmanagement.co.uk](mailto:query@broadOakmanagement.co.uk)**

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## Stage 3 - Complaints Procedure

We always try to fully resolve concerns ourselves, and we successfully achieve this for a vast majority of complaints we receive.

However, if we cannot do so and have reached a deadlock (or more than 8 weeks has elapsed since your complaint was first made), you can seek a free and independent review of our actions within the next 12 months. We will advise you of your options in our Stage 2 response, but most complaints will be referred to The Property Ombudsman Service (TPOS)



## The Property Ombudsman Services [TPOS]

This is an independent body who deals with property related complaints for many different organisations in the UK. The Ombudsman service does not deal with any complaints that are subject to court proceedings of which they consider to be malicious or unjustified. They will be happy to clarify if they are able to review your complaint for you following our Stage 2 response.

### How to contact The Property Ombudsman Service

**POST:** The Property Ombudsman, Milford House, 43-55 Milford Street, Salisbury SP1 2BP

**TELEPHONE:** 01722 333 306

**EMAIL:** [admin@tpos.co.uk](mailto:admin@tpos.co.uk)

**WEBSITE:** [www.TPOS.CO.UK](http://www.TPOS.CO.UK)

#### Please note...

- **If you are a tenant renting accommodation you should refer any complaint to the landlord in the first instance.**
- **The above process may not cover all complaints and we reserve the right to change process and responsibilities depending on circumstances.**