COMPLAINTS HANDLING PROCEDURE

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 email bemcomplaints@centrick.co.uk or put it in writing, marking your letter "Complaint" and including as much detail as possible. Please send it to **Buildings and Estate Management Team, The Exchange, 19 Newhall Street, Birmingham, B3 3PJ**.

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

What will happen next?

- We will send you a reply acknowledging receipt of your complaint within three working days of receiving it, enclosing a copy of this procedure.

- We will then investigate your complaint. This will normally be dealt with by the Property Manager who will review your file and speak with members of the team who dealt with you. A formal written outcome of our investigation will be sent to you within 10 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 a senior member of staff.

- We will write to you within 10 working days of receiving your request for a review, confirming our final viewpoint on the matter.

If you remain dissatisfied, you can then contact The Property Ombudsman to request an independent review:

The Property Ombudsman Ltd
Unit 159756,
PO Box 7169,
Poole, BH15 9EL
Telephone: 01722 333 306 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 inhouse complaints procedure, before being submitted for an independent review