



Retriever Property Management Limited

In-house complaints procedure

We are committed to providing a professional service to all our clients and customers. If things go wrong we need you to tell us about them. This will help us to improve our service going forward and resolve issues as soon as possible.

If you have a complaint, please put this in writing (letter or email) to us. We will then aim to acknowledge and respond in line with the timescales and stages set out below. The process should take no longer than 8 weeks.

Stage 1—Your Complaint

Please put your complaint in writing either by letter or email and address it to Julie Hansford, Director. Please include as much detail as possible, including dates, names of any members of staff you dealt with, and where you are able to enclosing/attaching any supporting evidence to:-

Retriever Property Management Ltd
1 Hooke Close
Freshwater
PO40 9FZ
Email: office@retrieverpm.co.uk

Stage 2—Our Acknowledgement

Your complaint will be acknowledged and we will start our in house complaints process.

Timescale

We aim to respond within 3 working days of receiving your complaint

Stage 3—Our Investigation

Your complaint will be investigated and Julie Hansford will provide a formal written response addressing your specific complaints and proposing resolutions where appropriate.

Timescale

We aim to respond within 15 working days of receiving your complaint

Stage 4—Our Final Investigation

If you remain unhappy, your subsequent complaint will be investigated and Julie Hansford will provide a written response outlining our final position and proposing resolutions where appropriate

Timescale

We aim to respond within 15 working days of receiving your complaint

Stage 5 — complaints about our obligations to you

For complaints about our obligations to you, you can refer your complaint to the **Property Ombudsman**:

The Property Ombudsman
Milford House
43-55 Milford Street
Salisbury
SP1 2BP
01722 333306
www.tpos.co.uk

You must refer your complaint to the Ombudsman within 12 months of receiving your final viewpoint letter

Stage 5 – issues with your lease and service charges

For complaints about your lease and the services provided under your lease, you can refer to the **First-Tier Tribunal**. For example:

- Increases in service charges and estate charges
- The fairness of charges applied in line with your lease
- The quality of management services provided
- Consultation on major works and contracts

Operates 5 regional tribunals in England:

<https://www.gov.uk/courts-tribunals/first-tier-tribunal-property-chamber>