



Complaints Handling Procedure for Amanah Asset Management Ltd

1. Introduction

Amanah Asset Management Ltd is committed to providing a high standard of service to all clients, leaseholders, and stakeholders. We recognise that complaints may arise and view them as an opportunity to improve our services and procedures.

2. Definition of Complaint

A complaint is defined as any expression of dissatisfaction, whether oral or written, and whether justified or not, from or on behalf of a client, leaseholder, or other stakeholder relating to the services provided by Amanah Asset Management Ltd.

3. How to Make a Complaint

Complaints may be made in writing or verbally; however, we may request written confirmation to assist us in fully understanding and investigating the matter.

Complaints should be directed to:

Amanah Asset Management Ltd

Address: 230 St Paul's Road, Highbury Islington, London, N1 2LJ

Telephone: 0207 388 9977

Email: management@amanahassets.co.uk

Complainants are encouraged to provide full details, including relevant dates, parties involved, and the nature of the complaint.

4. Complaints Handling Procedure

Stage 1 – Initial Investigation

All complaints will be acknowledged in writing within **3 working days** of receipt. The complaint will be investigated by a suitably senior member of staff who has not been directly involved in the matter, wherever possible, to ensure impartiality. A full written response will be provided within **15 working days** of the complaint being received.

Stage 2 – Final Review

If the complainant remains dissatisfied, they may request escalation to Stage 2. The complaint will be reviewed by a different senior member of staff who has not previously been involved, ensuring an independent assessment. A final written response will be issued within **15 working days** of the escalation request. This response will represent our final position.

5. Independent Redress

If the complainant remains dissatisfied, or if **8 weeks** have elapsed since the complaint was first made, the matter may be referred to our independent redress scheme:

The Property Redress Scheme

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

Telephone: 0333 321 9418
Email: info@theprs.co.uk
Website: www.theprs.co.uk

Complaints must be referred to the Scheme within **12 months** of the date of our final response.

6. Independent Advice

Complainants may also seek independent advice from:

- The Leasehold Advisory Service (LEASE): www.lease-advice.org
- Citizens Advice: www.citizensadvice.org.uk

7. Record Keeping

Amanah Asset Management Ltd will maintain a written record of all complaints received, including details of the complaint, actions taken, and the outcome. These records will be reviewed periodically to identify trends and support continuous improvement.

8. Confidentiality and Fairness

All complaints will be handled impartially, fairly, and in confidence. Complainants will not be treated unfairly as a result of making a complaint.

9. Accessibility

This Complaints Handling Procedure is published on our website to ensure it is easily accessible to all clients, leaseholders, and stakeholders.

10. Continuous Improvement

We are committed to learning from complaints and using feedback to improve our services, policies, and procedures.

Signed: Alam Khan

Name: Alam Khan

Position: Director

For and on behalf of Amanah Asset Management Ltd

Date of Review: 5 May 2026