



Complaints Handling Procedure

Amanah Asset Management Ltd is committed to providing a professional, transparent, and reliable block and estate management service at all times. However, we recognise that occasionally things may not go as expected.

If you are dissatisfied with any aspect of the service you have received, we encourage you to let us know so that we can investigate and address your concerns appropriately.

Our complaints handling procedure has two stages, designed to ensure that all complaints are reviewed fairly, thoroughly, and in line with best practice.

Stage One – Internal Review

In the first instance, all complaints must be submitted in writing to allow us to fully understand the nature of the issue.

Please include as much information as possible, including:

- Details of the service provided
- The individuals or matters involved
- The reason you feel the service did not meet your expectations

How to Submit a Complaint

Complaints may be submitted by post or email to:

Amanah Asset Management Ltd
230 St Pauls Road
London
N1 2LJ

Telephone: 07908753917

Email: management@amanahassets.co.uk

We will acknowledge receipt of your complaint promptly and aim to provide a full written response within four weeks. Please allow us up to 8 weeks to try and resolve your concerns.

Where a complaint is complex and cannot be resolved within this timeframe, we will keep you informed of progress and provide an updated response timeframe.

Stage Two – Independent Redress

If you remain dissatisfied with our response, or if eight weeks have passed since your complaint was first raised, you may refer your complaint to an independent redress scheme.

Amanah Asset Management Ltd is a member of The Property Redress Scheme. Eligible complaints may be referred free of charge, provided this is done within 12 months of our final response.

The Property Redress

Website: www.portal.propertyredress.co.uk/complain

When submitting a complaint to The Property Redress, you will be asked to:

- Explain the reasons for your complaint
- Outline the outcome you are seeking
- Provide any relevant supporting evidence

Contact Details:

The Property Redress
Limelight
1st Floor, Studio 3
Elstree Way
Borehamwood
Hertfordshire
WD6 1JH

Consumers: 0333 321 9418

Email: Info@propertyredress.co.uk

Independent Advice

Leaseholders may also find independent guidance helpful. Useful organisations include:

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