

IN-HOUSE COMPLAINTS 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.

Before you contact us we would recommend that you determine who has the overall responsibility for the management of your property, something we would be more than happy to advise on.

If a development or block of flats and there is a residents' management company (RMC) owned by the leaseholders, then you should take up the issues with the directors of the RMC first as they may be able to resolve the issue for you, or otherwise provide you with their support, as should the issue be in relation to a management decision, action or communication by the RMC, or an instruction from the RMC, we trust you understand IYP would not be able to comment on.

Similarly, if the issue is in relation to an individual managed property we will not be able to respond to complaints in relation to the property or the building, the Landlord or the Landlords personal as you will need to refer to the Landlord. Also we will not be able to respond to complaints in relation to the marketing and letting of the property as you will need to refer to the respective Letting Agent.

In view of this should you still wish to raise a complaint with IYP please forward your complaint in writing telling us specifically why you are unhappy, setting out the act or omission by IYP you believe has occurred, along with evidence to substantiate providing as much detail as possible, and please also let us know what you would like IYP to do to resolve your complaint.

What will happen next?

- We will send you a letter 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 office manager who will review your file and speak to the member of staff who dealt with you. A formal written outcome of our investigation will be sent to you within 15 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.

email
telephone
web

enquiries@itsyourplace.co.uk
0330 660 0699
www.itsyourplace.co.uk

- We will write to you within 15 working days of receiving your request for a review, confirming our final viewpoint on the matter.
- If you are still not satisfied after the last stage of the in-house complaint procedure, or more than 8 weeks has elapsed since the complaint was first made, you can request an independent review from The Property Ombudsman without charge.

Should you request an independent review 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 can be contacted in writing, by telephone or via their website as follows:

**The Property Ombudsman
Milford House
43-55 Milford Street
Salisbury
Wiltshire
SP1 2BP**

**t : 01722 333 306
e : admin@tpos.co.uk
w : www.tpos.co.uk**

Please be advised that the ombudsman will only investigate complaints which have initially gone through this in-house complaints procedure, so it is important to undertake this in the first instance



Signed:

Name: Richard Essling

Position: Director

Company: itsyourplace Ltd

Dated: April 2021

Review Date: April 2023

**email
telephone
web**

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