

# COMPLAINTS PROCEDURE

We aim to provide you with the best service we can at all times but very occasionally things can go wrong. If this happens, please let us know as soon as possible and give us the opportunity to put matters right and in doing so prevent any unnecessary frustration, or continued discontent.

We offer a thorough complaints process which will give us the opportunity to put matters right for you as quickly as possible and in so doing learn from any errors we may have made and ensure we do not repeat them in future.

However, this formal complaints process will not cover complaints about another leaseholder or their sub-tenant, accounts queries, insurance claim issues where the decision lies with the insurers, or everyday matters such as reporting a repair or a breach of lease. If there is an instance where you are not happy with the level of service you have received from our organisation, please contact us so we can put things right: We are confident your concerns will be resolved.

We recommend that you first raise your complaint with the member of staff you have been dealing with to try to resolve your concerns in a less formal way and to allow the problem to be resolved as swiftly as possible without the need for further escalation.

## Step 1

In the unlikely event this more direct approach does not provide you with the resolution you seek, you may then choose to enter into the formal complaints process.

Please ask to speak to a Department Manager who will work to resolve your dispute and understand where we have failed to deliver your service expectations. If the matter can be addressed by telephone upon receipt then the process will end with no further action taken. However, if the matter is more complex, we would recommend the complaint is put in writing.

## Step 2

If the matter remains unresolved following Step 1 then you should make a formal complaint in writing to:

Complaints Team

Fitch Taylor Johnson

8-10 Hill Street

Mayfair

W1J 5NG

[enquiries@ftjresidential.com](mailto:enquiries@ftjresidential.com)

In order to resolve your complaint, we would ask that you include the following information and evidence, if applicable:

- An outline of your complaint explaining why you feel that we have fallen short of our best service
- What you would like us to do to resolve it
- Any specific details that you feel would assist us with resolving your complaint. Including, but not limited to:
  - Names of staff members you have spoken to in connection with the complaint
  - The Office in connection with the complaint
  - Time(s) and Date(s) of the incidence(s)
  - Telephone number(s) and or Address(es) you have used to contact us
  - Any written correspondence in connection with your complaint
  - Any other document in support of your complaint

If a written complaint is received, this will be passed to the Complaints Manager to investigate and resolve for you.

Your complaint will be acknowledged in writing within 3 working days of receipt and a full and formal response will be sent to you within the next 10 working days.

If we are unable to resolve the matter within the 10 working days as stated above, we will provide you with reasons why we could not meet this time frame and provide you with an estimate of when a full response will be received.

After our final written response, we may deem the complaint closed.

If we deem the matter closed then we reserve the right not to enter into any further correspondence.

### Step 3

We are members of the **Property Ombudsman Scheme**. If you remain unhappy with the response received from us and have exhausted our complaints procedure, you can contact the Property Ombudsman Scheme to ask them to investigate your complaint.

In order to take your complaint to The Property Ombudsman Scheme you must first have carried out the following:

- You have waited 8 weeks from the date of your written complaint to us for a response; and
- It is still within 12 months from our last communication with you regarding this complaint, or from when you were first made aware of the issue.

In order to make a complaint, please contact the Property Ombudsman Scheme directly or alternatively, visit their website and fill out a Complaints Form. The Property Ombudsman contact details are as follows: -

The Property Ombudsman Ltd  
33 The Clarendon Centre  
Salisbury Business Park  
Dairy Meadow Lane  
Salisbury SP1 2TJ

T: 01722 333306

E: [admin@tpos.co.uk](mailto:admin@tpos.co.uk)

W: <https://www.tpos.co.uk/>

