

COMPLAINTS HANDLING PROCEDURE

At hpm we seek to supply an effective, transparent and comprehensive service to all our clients. Based upon our company structure, working practices and our customer service based ethos, we sincerely hope that you will never need to use our complaints procedure.

However in the event that you are dissatisfied with the service we have provided, please follow the protocol set out in this document so we can attempt to address any grievance. Please be assured we treat all complaints very seriously.

Prior to resorting to a formal written complaint please ensure you have:-

1. Contacted us in person either by telephone, email or a pre-arranged face to face meeting. Please allow a reasonable time for a response (5 – 7 working days).
2. Should no response be forthcoming or you are dissatisfied with the response you have received then please follow the formal complaints procedure, this will highlight to a director of hpm a problem that we may have failed to address.

Formal Complaint

1. We strongly suggest all formal complaints are supplied in written letter format. Please ensure you clearly highlight “Formal Complaint” at the top of your letter. Please address your complaint to Mr J Woodhouse or Mr J Pollard at our offices. If either of the above directors are your dedicated property manager then please send your complaint to the other director.
2. Please ensure you include full details of the property for which you wish to gain redress.
3. Additionally, include your full name and appropriate contact details. Please note we cannot accept complaints from “sub-tenants” of properties, a sub tenant should raise any concerns or grievances with their landlord.
4. Please supply full details of your complaint plus any supporting information, details and documentation, especially any previous communications and by what method i.e. telephone calls (include dates wherever possible) e-mails and letters (please include copies) plus any responses you have received from ourselves.
5. Once your formal written complaint is received, we will within 7 working days of receipt at our office supply written acknowledgement and outline either a time frame for our response, or where possible our formal response setting out our understanding of the situation. You will be invited to make any additional comments you may have in respect of your complaint and our subsequent response.
6. Should additional investigation prove necessary we will respond to you within the time frame set out in our written acknowledgement. If within 28 days of receipt of your formal complaint our investigations have not allowed us to respond fully we will write supplying an update and a revised time frame.

7. Upon completion of our investigation we will write to inform you of the outcome of our investigation supplying a formal response to your complaint. Our response will highlight what action has or will be taken. You should anticipate receiving your formal response within 8 weeks (in line with ARMA Guidance) from the date of your formal complaint.
8. If you remain dissatisfied following our formal response and hpm's complaints procedure has not redressed your concern/problem or if more than 8 weeks have elapsed without response we would refer you to the Surveyors Ombudsmen Service (without charge). Please note the Surveyors Ombudsmen Service is unlikely to be able to assist you until you have followed our own complaints procedure.



Surveyors Ombudsmen Service
PO box 1021
Warrington
WA4 9FE
Tel: 0330 440 1634
e-mail : enquiries@surveyors-ombudsmen.org.uk
Website: www.surveyors-ombudsmen.org.uk

Additionally at any time you could refer to the independent body LEASE (The Leasehold Advisory Service) about your grievance. Please see our help and advice page for full contact details.



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