



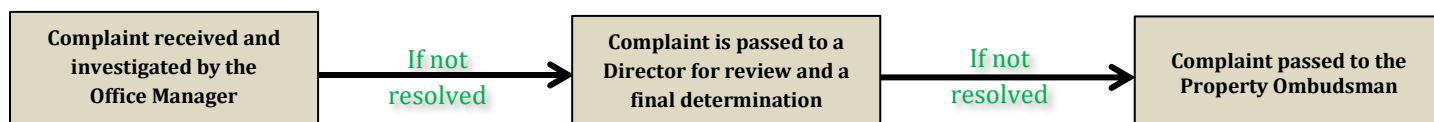
## Block Management • Estate Management • Commercial Property

### Official Complaints Procedure

In the unlikely event a complaint needs to be made and formally recorded, we will follow a simple procedure to record, investigate and address the complaint in a professional and timely manner using our ISO 9001:2015 Quality Management System.

Complaints are reviewed at our monthly Management Review meetings by Senior Management to identify areas of improvement in procedures and staff as part of our commitment to quality as an ISO 9001:2015 Registered company.

#### Here's what will happen to your complaint:



1. The complaint must be sent in writing to our registered office address by post or via email to [complaints@plymouthblockmanagement.com](mailto:complaints@plymouthblockmanagement.com)
2. The complainant will receive an acknowledgement back within the next 24 working hours confirming receipt of the complaint.
3. The details of the complaint will be recorded on PBM Form #01-22 'Complaint Management Form' and an initial investigation is carried out internally by the Office Manager.
4. The Office Manager will complete their investigation and will record their findings and recommended actions on the Complaint Management Form for future internal review and quality control audit.
5. The Office Manager will respond formally to the complainant outlining their findings and the outcome of the investigation and any actions appropriate to the resolution which will be taken within 14 days from the date the initial complaint was received.
6. If the Complainant is not happy they may request in writing within 7 days of receiving the final response that the complaint be passed to a Director who will review the original complaint, the investigation and the findings of the Office Manager.
7. The Director will respond to the complainant within 7 days of receipt of the complaint review request and will make a final determination based on the evidence provided.
8. If the Complainant is still not satisfied, the matter will be referred to the Property Ombudsman – see below.



#### INDEPENDENT REVIEW:

If the complaint has still not been satisfactorily settled within 8 weeks of it being made you can then take it onto an independent review by the Property Ombudsman who are contactable at:

**Website:** <https://tpos.co.uk>

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

The Property Ombudsman, Milford House, 43 – 55 Milford Street, Salisbury, Wiltshire, SP1 2BP

**Phone:** 01722 333306

