Complaints Handling Procedure

What can I do if I am not satisfied with the service I have received from you?

Warwick Estates Property Management Limited is committed to providing exceptional service. If you are unhappy with the level of service that you have received, we would appreciate an opportunity to rectify any issues and apologise for any frustration or inconvenience caused.

In the first instance, we would encourage you to discuss any problems with your principal contact within the company. That person will endeavour to resolve any issues that you may have. If this does not resolve your concerns, then we would encourage you to initiate the Company's formal Complaints Handling Procedure which is explained below.

We have adopted a formal two stage procedure in line with guidance from The Property Ombudsman. This is designed to ensure that any complaint is dealt with in a timely and transparent manner.

How do I make a formal complaint to you?

Stage 1

If your initial approach with your principal contact at Warwick Estates does not satisfactorily deal with your concerns, we ask that you put your complaint in writing to our Complaints and Compliance Co-ordinators, who are responsible for ensuring that you receive a comprehensive response to your complaint. We advise you to keep copies of all correspondence sent to us and notes of any conversations or telephone calls.

In order that we can help resolve your concern as quickly and efficiently as possible, we ask you to provide the following information in the letter of complaint:

- Your name, address and a daytime telephone number on which you can be contacted
- The name and office of the individual within the company with whom you have been dealing
- A clear description of your complaint, giving concise details of what you believe has gone wrong
- Details of what you would wish to be put right

Your letter will be acknowledged within 3 working days of receipt and you will be advised of the timescale for sending a full reply, which will usually be within 14 working days of the acknowledgement.

An internal investigation into your complaint will be undertaken and, following completion of the same, you will be provided with a full response with details of what actions we have taken or will take. It is hoped that this response will resolve the matter to your complete satisfaction.

If you wish to escalate your complaint, you must do so within 21 calendar days of the date of the Stage 1 response. If an escalation request is not received within this time frame, the complaint will be closed in accordance with our complaints procedure. Any concerns raised after the 21-day period will need to be submitted as a new complaint and will be assessed and logged as a new case.

Stage 2

If you are dissatisfied with the response you have received at Stage 1 of our procedure, you may request that the matter be escalated to our Executive team as Stage 2 of our Complaints Handling Procedure.
A final review of all the issues will be undertaken by a member of the Executive team.

To allow your issue to be examined thoroughly, it will take up to 14 working days to respond. This response will represent our final viewpoint.

What can I do if I am still not satisfied?

If you remain dissatisfied after completing the final stage of our complaints procedure, (or more than 8 weeks has elapsed since the formal complaint was first made) then it may be appropriate for the matter to be referred to an independent third party.

a) For complaints about service charges and services provided under your lease, contact:

The First-Tier Tribunal (Property Chamber)
Details for the London, Northern, Eastern, Midlands and Southern regions can be found here:
https://www.gov.uk/courts-tribunals/first-tier-tribunal-property-chamber

b) For complaints about our obligations to you:

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

01722 333 306
www.tpos.co.uk

Please note the following:

You will need to submit your complaint to The Property Ombudsman within 12 months of receiving Warwick Estates' final viewpoint letter (under Stage 2), including any evidence to support your case.

The Property Ombudsman requires that all complaints are addressed through Warwick Estates' complaints procedure before being submitted for an independent review.

This is a free service.

c) If your complaint is in a business or corporate capacity, you can contact:

Centre for Effective Dispute Resolution (CEDR)
70 Fleet Street
London
EC4Y 1EU

020 7536 6060
https://www.cedr.com/

Useful Contacts

For all complaints:

Contact: Complaints and Compliance Co-ordinator
Address: One Station Approach, Harlow, Essex, CM20 2FB
Email: feedback@we-pm.co.uk