

Complete Prime Residential Complaint Procedure

What can I do if I want to complain?

Whilst our aim at Complete Prime Residential is to provide a customer focussed service, however, we acknowledge that sometimes mistakes do occur and can lead to dissatisfaction for our clients and customers.

If you do have cause to complain, we would ask you to address it with your point of contact in the first instance and our team will aim to address and resolve any complaint.

If you are still not satisfied and wish to make a complaint on a more formal basis then you may write to any of the following people depending on the location of your property:

- London Property Management (North & South Thames) – Associate Director (**Shaun Malston**)
- London Sales and Lettings- Sales and Lettings Manager (**Reni Rupprecht**)
- London Compliance- Compliance Manager (**Harriette Walker-Clark**)
- Manchester and UK regional cities - Associate Director (**Nicola Smith**)
- Berlin – Associate Director (**Nicola Smith**)
- Other markets – Global Operations Director (**Anna Langford**)
- Client Services – Global Operations Director (**Anna Langford**)

Please see our website for details of the relevant office www.complete-ltd.com

We ask that you put your complaint in writing, either by letter or email and that you cover the following points.

- Your name, address and a daytime telephone number on which you can be contacted.
- The name and office location 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 like to be done to resolve your complaint.

Timescales

- We will acknowledge receipt of your complaint, in writing, within three working days of receiving it.
- We will then investigate your complaint. This will normally be dealt with by the office manager who will speak to the member of staff who dealt with you. This will then be followed up with an email response, highlighting a formal outcome of our investigation, within 15 working days of sending the acknowledgement of the initial complaint.
- 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.
- We will write to you within 15 working days of receiving your request for a review, confirming our final viewpoint on the matter.

What can I do if I am still not satisfied (and your property is in the UK)?

If you feel this still doesn't resolve your complaint within eight weeks you can write to the Property Ombudsman (to consider even without our final viewpoint on the matter). This is a free service.

Alternatively, once you have received our final viewpoint letter, you are able to further 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
Milford House,
43 - 55 Milford Street,
Salisbury,
Wiltshire
SP1 2BP
Tel No: 01722 333306
Fax No: 01722 332296
www.tpos.co.uk