

IPI Asset Management Complaints Procedure

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What can I do if I want to complain?

At IPI Asset Management, our aim is to provide a consistently customer-focused service. However, we recognise that, on occasion, issues may arise and may lead to dissatisfaction.

If you do have cause to complain, we ask that you raise this with your usual point of contact in the first instance. Our team will make every effort to address and resolve your concerns promptly and fairly.

If you remain dissatisfied and wish to raise your complaint on a more formal basis, you may write to the appropriate contact below, depending on the nature of your property management:

Block Management – Managing Director (Nicola Smith)

We ask that all formal complaints are submitted in writing, either by letter or email, and include the following information:

- Your full name, property address, and a daytime contact telephone number
- The name and office location of the individual you have been dealing with
- A clear and concise description of your complaint, including what you believe has gone wrong
- Details of the outcome or resolution you are seeking

Timescales

- We will acknowledge receipt of your complaint in writing within three working days of receiving it.
- Your complaint will then be investigated, usually by the Office Manager, who will liaise with the member of staff involved. You will receive a written response outlining the outcome of our investigation within 15 working days of our acknowledgement.
- If you are not satisfied with this outcome, you may contact us again to request a further review. A senior member of staff will carry out an independent review of your complaint.
- We will confirm our final viewpoint in writing within 15 working days of receiving your request for a review.

What can I do if I am still not satisfied?

If your complaint has not been resolved within eight weeks, you may refer the matter to The Property Ombudsman, even if you have not yet received our final viewpoint. This is a free, independent service.

Alternatively, once you have received our final viewpoint letter, you may submit your complaint to The Property Ombudsman within 12 months, along with any supporting evidence.

Membership number: To6109

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