

BELMONT PROPERTY MANAGEMENT

PROCEDURE FOR COMPLAINTS HANDLING

If you have a complaint then this note sets out the procedure which we will follow in dealing with that complaint.

1. In the first instance please contact:

The Managing Director
Belmont Property Management
Daniell House
Falmouth Road
Truro
Cornwall
TR1 2HX

EMAIL: enquiries@belmontpm.com
TEL: 01872 260606
FAX: 01872 223342

We will acknowledge your complaint within 3 working days.

2. Upon receipt of your complaint a Director will be appointed to deal with it and you will be notified of their name and contact details.
3. Where your complaint is initially made orally, you will be requested to provide us with a written summary of your complaint.
4. Once we have received your written summary of the complaint, we will contact you in writing within 7 days to inform you of our understanding of the circumstances leading to your complaint. You will be invited to make any comments that you may have in relation to this. A full and thorough investigation will then be undertaken.
5. Within 15 days of receipt of your written summary, the person dealing with your complaint will write to you, in order to inform you of the outcome of the investigation into your complaint and to let you know what actions have been or will be taken.

6. If you remain dissatisfied with any aspect of our handling of your complaints, then we will undertake a prompt and detached review by staff not involved in the transaction.
 - (i) If you are a commercial client we will enter into mediation with you in accordance with the Centre for Dispute Resolution (CEDR) Model Mediation Procedure or the mediation process.
 - (ii) If you are a customer redress can be obtained through the Surveyors Ombudsman Service (SOS).
7. We will then issue you with a written statement setting out the review findings and expressing your final viewpoint (including any offer being made). (This will include our TPO Membership and contact details).
8. If the complaint has still not been resolved to your satisfaction, we agree to the referral of your complaint to CEDR Solve at The International Dispute Resolution Centre, 70 Fleet Street, London, EC4Y 1EU from whom further details may be obtained.

It is a condition of ARMA membership that we offer access to an Ombudsman scheme if a dispute is not resolved within 8 weeks from your receipt of our complaints procedure. Belmont Property Management is a member of The Property Ombudsman Services contact details are as follows:

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

Web: www.tpos.co.uk

Telephone: 01722 333306

You have a 12 month period in which to refer the matter.