

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 forward your written complaint to the below contact:

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

Email: enq@belmontpm.com
Tel: 01872 260606

2. Upon receipt of your complaint, a Director will be appointed to deal with it and you will be notified within 3 working days 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 (complaint form attached).
4. Within 15 working 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.
5. If the complaint requires the involvement of the Landlord (i.e. lease breaches etc), copies of all correspondence in relation to the complaint will be forwarded.
5. If you remain dissatisfied with any aspect of our handling of your complaint, then we will attempt to resolve this promptly through negotiations. If you are still not satisfied after the last stage of the in-house complaint procedure (or more than 8 weeks has elapsed since the complaint was first made) then you can take the matter up with the chosen approved scheme without charge; and
 - (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).

6. 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 The Property Institute 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: contact details are as follows:

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

Email: admin@tpos.co.uk
Web: www.tpos.co.uk
Telephone: 01722 333306
Fax: 01722 332296

Please note the following:

You will need to 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 requires that all complaints are addressed through this in-house complaints procedure, before being submitted for an independent review.

