

**FIFIELD GLYN LIMITED
STANDARD PROCEDURES FOR COMPLAINTS HANDLING**

Residential Block Management

If you have a complaint, then this note sets out the procedure which we will follow :-

1. The Operations Manager who has been appointed in this office to deal with complaints is:-

Sharon Scanlon
Fifield Glyn Limited
No. 1 Royal Mews
Gadbrook Park
Cheshire CW9 7UD

Tel: 01606 354795
E-mail: sharon.scanlon@fifieldglyn.com

2. When your complaint is initially made, it should provide a brief written summary and sent to the Operations Manager.
3. Once she has received your written summary she will acknowledge it in writing within 3 working days and inform you who will carry out the initial investigation.
4. Within a further 15 working days of receipt of your written summary, the person dealing with your complaint will write to you to inform you of the outcome of the investigation.
5. If you remain dissatisfied on any aspect of our investigation you should set this out briefly in writing and forward to the Operations Manager. He will ask another member of Staff to review the investigation and provide you with our final written statement.
6. If the complaint has still not been resolved to your satisfaction or more than 8 weeks have elapsed since the written summary complaint was first made, we agree that you may refer your complaint to The Property Ombudsman (TPO) for an independent review without charge.

This is free to consumers and can consider any consumer complaints including Residential Leasehold Management complaints. Please refer to our Management Agreement (Additional Charges Item 2.1.29 www.fifieldglyn.com) as to our costs in the event that the Ombudsman substantially dismisses your complaint, any referral must be made within 12 months of our final written statement. The contact details for TPO are:-

The Property Ombudsman
Milford House
43-45 Milford Street
Salisbury
Wiltshire SP1 2BP

Tel: 01722 333306
E-mail: admin@tpos.co.uk
Web: www.tpos.co.uk