

## PROCEDURES FOR HANDLING CLIENT COMPLAINTS

Scanlans Property Management are committed to providing a quality and professional property management service to all our residents. Our team have a wealth of experience in all areas of Property Management and are always happy to discuss any concerns or complaints you may have.

This process is designed to support you, to ensure your complaint is handled effectively and an appropriate and proportionate resolution is met.

### Our complaint standards

The team promise to complete the following:

- Investigate the complaint – understanding the full extent of the issue.
- Discuss the complaint with all relevant parties.
- Provide a fair and balanced response within 15 working days.

Before a complaint is submitted, please ensure you have contacted the correct department to discuss your concerns.

### YOUR PROPERTY MANAGER

The Property Manager is responsible for the overall management of your development. They have the knowledge and understanding of all aspects involving your development and can support you with any problems encountered relating to your property.

### CUSTOMER SUPPORT TEAM

Our designated team of customer support advisors can assist with maintenance enquiries and issues at your site. They will progress repair works and liaise directly with contractors to ensure an efficient resolution.

### CUSTOMER ACCOUNTS TEAM

Our customer accounts team have expert knowledge and skills to discuss your service charge account – they can assist with payment plans and discuss your balance and payments.

### Stage One

Please provide full details of your complaint to [management@scanlans.com](mailto:management@scanlans.com) and this will be sent to the relevant senior member of the management team to investigate. If you do not have access online, a written complaint can be sent via post to our Head Office address:

Scanlans Property Management LLP  
Carvers Warehouse  
Suite 2b, 77 Dale Street  
Manchester  
M1 2HG

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Please ensure you provide as much information so your complaint can be reviewed and investigated in full.

Please also include the names of the staff from our team you have discussed your complaint with, as well as any reference numbers, and the reasons as to why you are unhappy with the outcome.

Once your complaint has been submitted, you will receive an automatic response within 3 working days confirming your successful online submission.

A written response from the appropriate department within Scanlans will be issued within 15 working days from the date of submission. If a response is expected to exceed 15 working days, you will be notified of the reasons in writing and notified of the new response date.,

### **Stage Two**

If you remain dissatisfied with the response following your Stage One complaint, a second complaint should be submitted [complaints@scanlans.com](mailto:complaints@scanlans.com).

Please include your reasons as to why you are dissatisfied with the response you have received and explain the outcome you would like to achieve.

Once your complaint has been submitted, you will receive an automatic response within 3 working days confirming your successful online submission.

Your complaint will then be reviewed by a senior member of the Scanlans' team and a response will be issued within 15 working days, providing a final viewpoint of the complaint.

If a response is expected to exceed 15 working days, you will be notified in writing and provided with an alternative response date.

### **Unsatisfactory Outcome**

If you remain dissatisfied or have been unable to reach an agreement following the response issued from your stage two complaint, or eight weeks has passed since the complaint, you may seek an independent review by ^The Property Ombudsman at no charge to you.

The Property Ombudsman's contact details are as follows:

The Property Ombudsman Ltd  
Milford House  
43-55 Milford Street  
Salisbury, Wiltshire  
SP1 2BP

Tel: 01722 333 306

Website: [www.tpos.co.uk](http://www.tpos.co.uk)

Email: [admin@tpos.co.uk](mailto:admin@tpos.co.uk)

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Prior to contacting The Property Ombudsman, please be aware of the following criteria:

- 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 all complaints to be addressed through this complaints procedure before being submitted for an independent review.

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