

Complaints Procedure

We aim to provide an efficient and effective service to all our customers. Our aim is to deliver a service which exceeds your expectations. However, we understand that sometimes things may go wrong, and we would like the opportunity to improve the service we provide by thoroughly investigating any complaints and correcting any mistakes.

We operate a three stage complaints procedure; all complaints will be actioned initially by your Property Manager and then escalated as necessary up to Director level.

Informal Verbal Stage

In the first instance please contact a member of our team to discuss your complaint. We hope and expect that through good communication we can resolve any issue(s) this way.

If the complaint relates to the conduct of a neighbour, the complaint will be reviewed in conjunction with the covenants and regulations contained in the Lease or TP1.

In some cases – such as noise and other anti-social behaviour – the complainant may be advised to contact the Police or the relevant Local Authority such as the Environmental Health Department at your local council.

If the complaint relates to a service provided by a contractor, the complaint will be forwarded to the Management of the contractor responsible for the service. The contractor's response will be reviewed by a member of the team in conjunction with their contract.

Formal Stage

If we have been unable to resolve your complaint informally and you wish to make a formal complaint, please complete our "Complaint Form" ensuring that you provide us with as much detail as possible, and return by email to info@eavespropertymanagement.co.uk, or by letter to Eaves Property Management Services Limited, Suite No. 1, Stubbings House, Henley Road, Maidenhead, SL6 6QL. Should you not wish to complete the "Complaint Form" then you will need to call us on 01628 947908.

A senior member of staff will acknowledge your complaint within 7 days.

We will investigate your complaint thoroughly, review any documentation and liaise with any personnel involved.

You will receive our full written response within 21 days of the receipt of your formal complaint. We will detail our findings and what action we propose to take as a result. If we are unable to provide a full response within the given time frame, we will write to you to advise the reasons why and provide a new date by which you will receive our written response.

If you are dissatisfied with any aspect of the handling of your formal complaint, or dispute the findings of the investigation, then you can request a review by writing to the Managing Director of Eaves Property Management Services Limited. Please send your complaint review request to The Managing Director, Eaves Property Management Services Limited, Suite No. 1, Stubbings House, Henley Road, Maidenhead, SL6 6QL or by email to info@eavespropertymanagement.co.uk

The Managing Director will acknowledge receipt of your Complaint Review within 7 days, carry out a thorough review and provide a full and final response on behalf of Eaves Property Management Services within 21 days of receipt of your review request.

Appeal Stage

If you are still dissatisfied with any aspect of the handling of your complaint, dispute the findings of the complaint review or more than 8 weeks has elapsed since your complaint was first made, then you are entitled to contact The Property Ombudsman. Details of The Property Ombudsman can be found on their web site www.tpos.co.uk, by calling them on 01722 333 306, emailing admin@tpos.co.uk or by writing to them at The Property Ombudsman, Milford House, 43-55 Milford Street, Salisbury, Wiltshire SP1 2BP.

You may also obtain independent advice from the organisations listed below:

LEASE – www.lease-advice.org

Telephone: 0207 832 2500

Address: Fleetbank House, 2-6 Salisbury Square, London, EC4Y 8JX

Citizens Advice - www.citizensadvice.org.uk

Telephone: 03454 040506

Address: Citizens Advice Consumer Service, 2nd Floor, Fairfax House, Merrion Street, Leeds, LS2 8JU

Mediation

In some cases, you may wish to request independent mediation. An external person will be instructed to mediate between the complainant and managing agent to establish an outcome that is agreed by both parties.

Mediation is entered into voluntarily and can be considered as an option at any stage of a complaint. However, you should be aware that there are cost implications where mediation is requested. Full costs will be provided upon application.

Note: Mediation is not an alternative to the Ombudsman.



Eaves Property Management Services Limited

Suite No1 Stubbings House
Stubbings Lane
Henley Road
Maidenhead
Berkshire
SL6 6QL

Complaint Form

Property Address:	
Name:	
Nature of complaint (please circle):	Staff Member/Neighbour/Contractor/Other
Details of your complaint:	
(please continue on a separate sheet if necessary)	
Date:	
Signed:	Print: