

COMPLAINTS PROCEDURE

Complaints should be received at our offices in writing, either by post or email, addressed to Complaints at Principia Estate & Asset Management, The Studio, 16 Cavaye Place, London SW10 9PT.

STAGE 1

The Senior Property Manager to whom your Property Manager reports will personally deal with your complaint.

They will acknowledge receipt of your complaint, within 3 working days of receiving it, enclosing a copy of this procedure.

They will investigate your complaint, by reviewing your file and speaking to your property manager. A written response will be sent to you within 15 working days of sending the acknowledgment letter.

You may be invited to attend a meeting at our offices, so we may try to resolve your issues face to face.

In the unlikely event our investigations require longer than 15 days to complete, we will write to you to explain why we are not in a position to respond to your complaint and indicate when we will make further contact. Upon completion of our investigations, we will write to you with our response.

STAGE 2

If, you are dissatisfied with the outcome of our findings, your complaint may be referred to the Director of Property Management, Principia Estate & Asset Management, The Studio, 16 Cavaye Place, London SW10 9PR for further review.

The Director of Property Management will review the complaint and provide a response within 15 working days.

If after the above we are unable to resolve your complaint (or more than 8 weeks has elapsed since the complaint was first made) you may wish to pursue an external independent review, without charge.

STAGE 3

Once all internal reviews have taken place, a written statement expressing the company's final response, will be sent to you. This final response is where we believe we have fully addressed your complaint and notified you that you may refer the complaint to The Property Ombudsman, Milford House, 43 – 55 Milford Street, Salisbury, Wiltshire SP1 2BP should you remain dissatisfied with our final response. Their telephone number is: 01722 333 306 or you can make a complaint via email: admin@tpos.co.uk, www.tpos.co.uk

Please note that the Ombudsman Services: Property will only deal with complaints once we have been given a 'fair chance' to resolve the complaint internally, which the Ombudsman Services: Property set at eight weeks. Any referrals to this Ombudsman must be made within Twelve months from the date of our final response.

We will consider the complaint closed when:

- We have sent you a final response and you have indicated in writing that you accept our response, or
- You fail to respond to our correspondence within 8 weeks of the date of our written response.