

Form CHP

Complaints Handling Procedure

We welcome comments and suggestions about the service we provide. We aim at all times to provide our customers with a cost effective and high quality service. However, in dealing with the management of many thousands of flats we accept that on occasion, certain clients or lessees may feel that our service has failed to satisfy our normal standards or their expectations. When something goes wrong, we need you to tell us about it. This will help us to improve our standards.

We are committed to providing a professional service to all our clients and customers and it is a condition of ARMA membership that we offer access to an Ombudsman scheme if a dispute is not resolved within 8 weeks from activation of a complaint. We are a member of The Property Ombudsman Ltd. The person responsible for ensuring this membership is renewed annually is Joanna Sigalov who will investigate all complaints in her capacity as Director in charge of Compliance and in charge of HR/Staffing issues.

If you have a complaint, please put it in writing, including as much detail as possible. We will then respond in line with the timeframes set out below (if you feel we have not sought to address your complaints within eight weeks, you may be able to refer your complaint to the Property Ombudsman to consider without our final viewpoint on the matter).

What Happens Next	
<ul style="list-style-type: none"> We will send you a letter acknowledging receipt of your complaint within three working days of receiving it, enclosing a copy of this procedure. 	
<ul style="list-style-type: none"> We will then investigate your complaint. This will normally be dealt with by Director in Charge of Compliance/HR who will review your file and speak to the member of staff who dealt with you. A formal written outcome of our investigation will be sent to you within 15 working days of sending the acknowledgement letter. We will do everything in our power to obtain timely responses from any external agencies, contractors or third parties that may be involved or whose opinions may be required. 	
<ul style="list-style-type: none"> If, at this stage, you are still not satisfied, you should contact us again and we will arrange for a separate review to take place by Mr Sol Unsdorfer, Managing Director. We will write to you within 15 working days of receiving your request for a review, confirming our final viewpoint on the matter. 	
<ul style="list-style-type: none"> 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) you can request an independent review from The Property Ombudsman without charge. 	

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.

Contact Details			
Parkgate Aspen:	Parkgate Aspen Ltd Wilberforce House Station Road London NW4 4QE 020 8732 8888 mail@parkaspen.co.uk www.parkaspen.co.uk	Ombudsman:	The Property Ombudsman Milford House 43-55 Milford Street Salisbury, Wiltshire SP1 2BP 01722 333 306 admin@tpos.co.uk www.tpos.co.uk