

# COMPLAINT HANDLING

PART OF OUR ARMA-Q AND ISO-9001 PROCEDURES

## BACKGROUND

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.

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 Ombudsman Services. The person responsible for ensuring this membership is renewed annually is Joanna Sigalov.

## TAKE ACTION



As far as it is possible and practical to do so as part of an investigation into a given complaint, we endeavour to preserve the confidentiality of the complainant.

Many complaints can be dealt with quickly and effectively without recourse to a formal procedure.

## DON'T FORGET



The responsible person at Parkgate Aspen is the Managing Director, Sol Undsdorfer.

All complaints will be investigated by Joanna Sigalov in her capacity as Director in charge of Compliance, and in charge of HR.

### SUMMARY

Initially contact the relevant management surveyor to resolve the cause of the complaint

Should the complainant remain dissatisfied, contact the Managing Director's office to resolve the complaint

Should the complainant remain dissatisfied they are invited to take the unresolved dispute to Ombudsman Services: Property

Parkgate Aspen Ltd, Wilberforce House  
Station Road, London NW4 4QE  
Tel: 020 8732 8888  
Fax: 020 8732 8899

Email: [mail@parkaspen.co.uk](mailto:mail@parkaspen.co.uk)  
Website: [www.parkaspen.co.uk](http://www.parkaspen.co.uk)

Ombudsman Services - Property  
P O Box 1021, Warrington, WA4 9FE  
Tel: 0330 440 1634  
Fax: 0330 440 1635  
Textphone: 0330 440 1600

Email: [enquiries@os-property.org](mailto:enquiries@os-property.org)  
Website: [www.ombudsman-services.org](http://www.ombudsman-services.org)

## TAKE NOTE



This CHP (Complaints Handling Procedure) is stored centrally on our network and should be promptly posted or emailed to anybody requesting it.

## PROCEDURE

- Anyone who experiences a problem with our service or any of our employees or appointed contractors should initially raise the matter with the relevant management surveyor assigned to that property, clearly outlining the grounds for complaint. Ideally this should be received within a month of the issue taking place.
- The Management Surveyor will establish their version of events or an explanation to try and resolve the matter.
- If the response, explanation (and/or apology or compensation as the case may be) is not satisfactory to the complainant, the Management surveyor will refer to the individual's line manager or Head of Department.
- If the complaint is about the relevant Management Surveyor, the complainant is invited to contact the Managing Director's office in the first instance.
- Where the complaint cannot be dealt with informally, or where a satisfactory conclusion has not been reached, a formal complaint must be made in writing to the Managing Director, who will acknowledge receipt and ensure the matter is investigated as soon as possible.
- An initial response to any complaint can be expected within 14 days of its receipt. A full and considered response cannot be promised within a specified period if external agencies, contractors or third parties are involved. However, we do undertake to provide a the full and considered response with the minimum of delay and to keep complainants updated on our progress along the way.
- Where necessary and appropriate, we will arrange a facility for independent mediation.
- Where the complaint remains unresolved but has exhausted our own internal complaints procedure, or the customer is still not satisfied within 8 weeks of raising their complaint, they should then contact the Ombudsman, having enlisted the support of the Landlord or Management Company.