

# Complaints Handling Procedure (CHP)



We are committed to providing an excellent professional service to all our clients and customers. But sometimes, things can go wrong or you might feel that we have not met your needs fully. When something goes wrong or you have a complaint to make your feedback matters to us. Please do tell us about it as this will help us to improve our standards.

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 and 3 stage process set out below. Items that are not normally considered to be issues covered by our complaints handling procedure would be items such as general enquires, complaints regarding other residents or perhaps defects inside your own property unless they are caused by a problem in the communal areas that we manage.

We know that making a complaint can be stressful and we have therefore set out below a step by step guide to the processes available in making a formal complaint. We hope to review and resolve your concerns, the basis of your complaint quickly, fully and fairly.

Please address any complaints to:

Michelle Davis  
Human Resources & Office Manager  
Michael Laurie Magar Ltd.  
2<sup>nd</sup> Floor, Premiere House  
Elstree Way  
Borehamwood  
Hertfordshire, WD6 1JH

You will need to make sure that you quote your tenant reference number and once a CHP number has been assigned to your case, you will need to make sure that you quote this number in all correspondence related to your complaint to ensure MLM can reply fully and properly within the set time limits we set for each stage of the complaints.

## **What will happen next?**

### **Stage 1 – Investigation Stage**

We will send you a letter acknowledging receipt of your complaint within **3 working days** of receiving it, enclosing a copy of this procedure and assigning a CHP reference number to be quoted on all correspondence related to the complaint. This will assist in restricting delays in dealing with your complaint.

We will then investigate your complaint. A formal written outcome of our investigation will be sent to you within **15 working days** of sending the acknowledgement letter.

### **Stage 2 – Review stage**

If, you are unhappy or not satisfied with our response to your complaint, you should contact us again and we will arrange for a separate review to take place by a senior member of staff.

We will write to you within **15 working days** of receiving your request for a review, confirming our final viewpoint on the matter.

## Stage 3 – Independent review stage

In the unlikely event that your complaint is still not resolved to your satisfaction 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 a third-party dispute resolution service to review our actions within 12 months of receiving our final decision 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.

This may be done via one of the following parties without charge:

### *(Consumers)*

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

T: 01722 333 306

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

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

### *(Business)*

RICS Dispute Resolution Service  
Surveyor Court  
Westwood Way  
Coventry  
CV4 8JE

W: [www.rics.org/drs](http://www.rics.org/drs)