

# Complaints Procedure

At Portland Block Management, we sincerely hope that you are happy with the service we provide. We aim to provide excellent service from start to finish. However, we recognise that we do sometimes make mistakes or get things wrong. Therefore, we have a complaints procedure.

If at any time you are not happy with the service, you receive from us we want to know about it and we want to resolve the issue with you. Complaints are opportunities for us to improve our services.

## How to complain

### Step 1: Contacting us

We would ask you to send your complaint in writing, via letter or email. We will confirm receipt and will respond within the time scales specified below. The process should take no longer than 8 weeks. If you need assistance in making your complaint, please do contact us.

### Step 2: Registering a formal complaint.

Please put your complaint in writing either by letter or email and address it to either Carl Mollison, Portland Block Management Ltd, 1 Holyoake Road, Walkden M28 3DL or [c.mollison@portlandbm.co.uk](mailto:c.mollison@portlandbm.co.uk)

Please include as much details as possible, outlining any issues, relevant dates, staff members you have dealt with and enclose/attach any supporting evidence. Your complaint will be acknowledged within 3 working days of receiving.

### Step 3: Investigation

Your complaint will be investigated, and we will provide a formal written response within 15 working days of receipt addressing your specific complaints and putting forward a resolution/s where appropriate.

### Step 4: Our final Investigation

If you are still not satisfied, your subsequent complaint will be investigated, and we will provide a written response within 15 working days of receipt outlining our final position and proposing resolutions where appropriate.

### Step 5: The Property Ombudsman

Should you remain dissatisfied you can refer your complaint within 12 months of the date of our final written response to

## The Property Ombudsman

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

Tel: 01722 333306 [www.tpos.co.uk](http://www.tpos.co.uk)

If we have not addressed your complaint within 8 weeks you can refer your complaint to the Ombudsman.