



Complaints Handling Procedure

Here at Central Property Management, we will always aim to provide a good, quality Property Management Service however, this sometimes doesn't always go to plan.

If you find there is a reason for you being dissatisfied with the service you receive, we have a Complaints Procedure which should be followed. This procedure is open to anyone who receives or requests a service from CPM including Landlords, Tenants, Leaseholders, and staff from other businesses that we deal with.

Aims

It is accepted that most complaints will be made informally to front-line members of staff and will be resolved at this stage without the need for further action. Also, if we receive a complaint from you and we feel it is appropriate in the circumstances, then we may telephone you to resolve the matter.

We are committed to addressing all complaints fully and fairly and within a reasonable timeframe.

Complaints may include:

- Delays or failure to provide a service
- Dissatisfaction with our policies and procedures
- Perceived unhelpful behaviour or treatment by staff or contractors
- Failure to achieve our published standards

However, our complaints process is not suitable for determining disputes which relate to legal obligations between you and our clients or legal obligations between us and our clients.

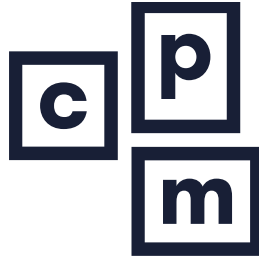
How do I make a formal complaint?

If your complaint is not resolved informally, and you feel that you need to take the matter further and raise a formal complaint, please write to the address below setting out your concerns together with copies of any documentation which will help us to investigate.

Correspondence Address:

CPM
5 Jesse Hartley Way
Liverpool
L3 0AQ
Email Address: info@cpmliverpool.com

All complaint correspondence will be acknowledged within 3 working days of receipt.



Central Property Management (Liverpool) LTD
Registered Office: 5 Jesse Hartley Way, Liverpool, L3 0AQ
Registered in England No. 07577056

Resolve

It is our objective to resolve your complaint to your satisfaction within this first stage of the formal procedure.

CPM's management team will work to address all your concerns, provide detailed explanation to the matters raised and, where necessary, offer appropriate resolution.

To allow time for detailed investigation, we will aim to provide a response within 10 working days.

Review

If you feel the matter needs to be taken further, upon your request, the complaint will proceed to review. A Director will then review your complaint and provide the final viewpoint. We will aim to provide a response within 10 working days. If you are still not satisfied following the review stage, then you can refer your complaint to The Property Ombudsman who will provide an independent review without charge.

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

Telephone: 01722 333 306

Email: admin@tpos.co.uk

Website: www.tpos.co.uk

Please note that complaints must be referred to the Property Ombudsman within 12 months of our final ruling.