

COMPLAINTS PROCEDURE

Statement of Intent

The Residential Management Group Ltd (RMG) aims to provide a good quality Property Management Service. However, if for any reason you are dissatisfied with the service you receive, we have a Complaints Procedure which should be followed in order to make a complaint.

Our Complaints Procedure is open to anyone who receives or requests a service from RMG including Landlords, Tenants, Leaseholders and staff from other businesses that we deal with.

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

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:

RMG House
Essex Road
Hoddesdon
Hertfordshire
EN11 0DR

Email Address: Customerservice@rmguk.com

Put it right

When you let us know that you have had a problem with our service, our priority is to 'Put It Right' for you. If the person taking the complaint can 'Put It Right' for you within 24 hours, we will consider your complaint as resolved.

Stage 1

It is RMG's objective to resolve your complaint to your satisfaction within this first stage of the formal complaints procedure. The appropriate management team will work to address all of your concerns, provide detailed explanation to the matters raised and, where necessary, offer appropriate resolution.

At Stage 1, complaint correspondence will be acknowledged within 5 working days of receipt. To allow time for detailed investigation, we will aim to provide a response within 10 working days.

Stage 2

In the event that you feel the matter needs to be taken further then, upon your request, the complaint will proceed to Stage 2. The Compliance Director will review your complaint and the response with the relevant Operations Director for the Business Area, and provide the final viewpoint and offer made. We will acknowledge your complaint within 3 working days of receipt, and will aim to provide a response within 20 working days.

If you are still not satisfied following Stage 2, you can refer your complaint to The Property Ombudsman who will provide an independent review without charge.

The Property Ombudsman

If you reside in England or Wales, It is a condition of our ARMA membership that we offer access to an Ombudsman scheme if a dispute is not resolved to your satisfaction or, in any event, within 8 weeks from you notifying RMG of your complaint. We are a member of The Property Ombudsman and their contact details are as follows:

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 RMG's final ruling.