

Complaints Procedure



Block Management UK Ltd

Our Commitment to You

We aim to do our best to provide a good service, in a polite, efficient and fair way but sometimes things go wrong.

When this happens we would like you to let us know, then we can try to put matters right.

We take all complaints about our service very seriously and will endeavour to deal with your complaint promptly.

To ensure that we have all the facts necessary to investigate your complaint we have a step by step procedure for you to follow.

Following this procedure will enable us to expedite your complaint to a mutually satisfactory resolution.

Notes:

- If you are a tenant renting accommodation you need to refer your complaint to your flat landlord in the first instance.
- This process may not cover all complaints and we reserve the right to change process and responsibilities depending on circumstances.

When to complain?

- If you are dissatisfied with any aspect of our service.
- If we have failed to follow our own policies or procedures.
- If we have failed to carry out a repair within a reasonable time frame.
- If we have not returned your calls or replied to your correspondence.
- If you believe we have discriminated against you.
- If you have had a problem with one of our employees.

The Complaints Procedure

The most effective way of resolving a problem is to give the employee involved the opportunity to discuss your dissatisfaction with you informally.

Before you decide whether to make a formal complaint we therefore ask you to try to resolve the matter with the person concerned by contacting them.

Stage 1

If your problem is about a member of staff and you are unable to discuss the matter with him/her or if you are unhappy with the way the matter was dealt with you should put your complaint in writing and send by post to:

The Operations Director
Block Management UK LTD
Unit 5 Stour Valley Business Centre
Brundon Lane
Sudbury
Suffolk
CO10 7GB

We will acknowledge receipt of your letter within three working days. There will be a full investigation and you will receive a written reply within 15 working days.

All complaints are tracked to ensure that we adhere to this procedure.

Complaints are often complex and if you are not entirely happy with our response you should follow Stage 2 of the procedure.

Stage 2

If you feel you have not received a reasonable response to your complaint under Stage 1, you can write via letter by post for the attention of the Finance Director within 15 working days of the receipt of the response to Stage 1.

The Finance Director or a nominee in consultation with the Finance Director will acknowledge receipt of your complaint within 3 working days and conduct a separate review of your complaint and respond to you in writing within 15 working days to inform you of the decision.

Your complaint and the way it has been handled will be considered.

Please address your letter and send by post to:

The Finance Director
Block Management UK LTD
Unit 5 Stour Valley Business Centre
Brundon Lane
Sudbury
Suffolk
CO10 7GB

Stage 3

If you still feel you have not received a reasonable response to your complaint under Stage 2, you can write via letter by post for the attention of the Managing Director within 15 working days of the receipt of the response to Stage 2.

The Managing Director or a nominee in consultation with the Managing Director will acknowledge receipt of your complaint within 3 working days and conduct a separate review of your complaint and respond to you in writing within 15 working days to inform you of the decision.

Your complaint and the way it has been handled will be considered.

Please address your letter and send by post to:

The Managing Director
Block Management UK LTD
Unit 5 Stour Valley Business Centre
Brundon Lane
Sudbury
Suffolk
CO10 7GB

Stage 4

If you are still dissatisfied after the last stage of our in-house procedure (or more than 8 weeks has elapsed since your complaint was first made) Block Management UK Limited are a member of the independent TPO Property Ombudsman scheme for residential leasehold management who run a complaints resolution service, with whom you can take up the matter without charge.

Their details can be found below:

The Property Ombudsman

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

Tel: 01722 333306

<https://www.tpos.co.uk/>

Please note that the Property Ombudsman will only consider any complaint made directly to them if a complaint has been previously raised with the agent, after you have followed their complaints procedure and your complaint has not been resolved to your satisfaction. If you have not followed our complaints procedure your complaint will not be considered by the Property Ombudsman.

Please note

It may be tempting to withhold payment of your service charges. We ask that you do not take this approach as it often makes a difficult situation worse. Non-payment may also be subject to interest and late payment charges. What this procedure doesn't cover:

- Everyday matters such as reporting or chasing a repair
- Accounts queries
- Complaints by one resident about another (unless the lease allows)
- Defects in your apartment – sometimes there will be problems in your apartment that can only be resolved by the developer (*E.g. shrinkage cracks, unless the defect is caused by a problem within the communal areas which we have responsibility for managing.*)

These should be directed to:

The Client Support Team

Block Management UK LTD

Unit 5 Stour Valley Business Park
Brundon Lane
Sudbury
Suffolk
CO10 7GB
Tel: +44 (0)1787 211 801
www.blockmanagementuk.ltd
Email: cst@bmuk.ltd

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Head Office Unit 5, Stour Valley
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