



Quadrant

PROPERTY MANAGEMENT LTD

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QUADRANT PROPERTY MANAGEMENT LIMITED

COMPLAINTS HANDLING PROCEDURE

This note sets out the procedure we will follow in dealing with a complaint.

1. Where your complaint is initially made in writing it should be addressed to the "The Directors" and sent by post, fax or emailed to managers@quadman.co.uk and marked "COMPLAINT".
2. Where your complaint is initially made orally you will be requested to send a written summary of your complaint in accordance with (1) above.
3. The person appointed by us to deal with your complaint will be the Director in whose department the complaint falls. In the event the complaint involves one of the Directors another Director will be appointed to investigate the complaint.
4. An acknowledgement of receipt of your complaint will be made within 7 days by the Director concerned, and a copy of this Complaints Handling Procedure note sent to you.
5. Within 28 days of receipt of your written summary the Director dealing with your complaint will write to inform you of the outcome of the investigation into your complaint and to let you know what actions have been or will be taken. If a full response cannot be provided within 28 days of receipt of your written summary an update on what is happening will be provided.
6. However if we cannot agree on how to resolve the complaint or you are not satisfied after the in house complaint procedure (or more than 8 weeks has elapsed since the complaint was made) then you have the right to take the matter up with one of the following. The contact details are:-

For: Consumer Clients (without charge)

Ombudsman Services: Property
P.O. Box1021
Warrington WA4 9FE

Tel: 0330 440 1634
Email: enquiries@os-property.org
Website: www.ombudsman-services.org

For: Commercial Clients

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

Tel: 020 7334 3806
Email: drserus.org



Directors: J.M. Neville BSc MRICS, S. Patel BA (Hons), N. Redding PGDip MRICS FIDiagE
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