

COMPLAINTS PROCEDURE FOR HILLCREST ESTATE MANAGEMENT LIMITED

Hillcrest aim to provide our clients and residents with a quality service but accept that, even in the best run organisations, things do go wrong occasionally. If we do not meet your expectations and you are dissatisfied in some way, we wish to know. We have adopted a procedure to ensure that any complaint is dealt with fairly and that anyone with a grievance is aware of the procedure to follow, thus avoiding any additional frustration. We will then respond in line with the timeframes set out below.

- Put your complaint in writing detailing the nature of the problem providing as much detail as possible. We would advise you to keep copies of all correspondence sent to us and notes on any subsequent telephone calls. Your complaint should be sent either by post to the address at the bottom of this document or via email to complaints@hillcreststates.co.uk
- We will send you a letter/email acknowledging receipt of your complaint within three working days of receiving it, enclosing a copy of this procedure. We will then investigate your complaint. This will normally be dealt with by one of our Senior Estate Managers in the first instance who will review your file and speak to the member of staff who dealt with you. Should your complaint be about a Senior Estate Manager, then it will be passed straight to a Director for review. A formal written outcome of our investigation will be sent to you within 15 working days of sending the acknowledgement letter/email.
- If, at this stage, you are still not satisfied, you should contact us again and we will arrange for a separate review to take place by our Associate Director or Managing Director. We will write to you within 15 working days of receiving your request for a review, confirming our final viewpoint on the matter.
- If you are still not satisfied after the last stage of the in-house complaint's procedure (or more than 8 weeks has elapsed since the complaint was first made) you can request an independent review from The Property Ombudsman without charge. The details for the ombudsman are:

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

Phone: 01722 333 306
E-mail: admin@tpos.co.uk
Web: www.tpos.co.uk

Please note the following:

You will need to submit your complaint to The Property Ombudsman within 12 months of receiving our final viewpoint letter/email, including any evidence to support your case.

The Property Ombudsman requires that all complaints are addressed through this in-house complaint's procedure, before being submitted for an independent review.

LOCAL | EXPERIENCED | ESTABLISHED

5 GROVE ROAD | REDLAND | BRISTOL | BS6 6UJ

EMAIL: info@hillcreststates.co.uk | PHONE - MAINTENANCE: 0117 973 0600 | PHONE - ACCOUNTS: 0117 946 4700 | PHONE - LEGAL: 0117 332 9899
WEB: www.hillcreststates.co.uk

