

Complaints Handling Policy and Procedure

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Introduction

At Carringtons, we are committed to providing high-quality property management services. However, we understand that issues can sometimes arise.

In many cases, complaints are the result of misunderstandings, miscommunications, or concerns related to the instructions that we might receive from our clients. We encourage you to review your development's 'Homeowner Management Agreement Summary' which outlines our role as a managing agent. This document may help to clarify our responsibilities and the nature of our relationship with your development.

This policy details the steps you can take if you are not satisfied with our service and explains how we will work to resolve your complaint.

1. Informal Complaints

If you are unhappy with our service, we recommend that you first discuss your concerns with your property manager or the staff member you have been dealing with. In many cases, issues can be resolved quickly and amicably at this stage.

If you have not yet contacted us, you can reach us by email at info@carringtonsrml.co.uk. Our team is ready to assist you and will aim to resolve your concerns promptly.

2. Formal Complaints

If your concerns are not resolved through informal discussion, you may submit a formal complaint. To do so, please write to us at The Lodge, Stadium Way, Harlow, Essex, CM19 5FP, or email us at info@carringtonsrml.co.uk. When submitting a formal complaint, please include:

- a clear explanation of the issue and why you are dissatisfied with our service;
- your proposed resolution or what you would like us to do to address the problem;
- any relevant details, such as the names of staff members involved, dates, times, and supporting documents.

If your complaint involves multiple issues, we may request that you complete a Complaints Submission Form to ensure that each concern is addressed clearly.

3. Complaints Resolution Process

1. Stage One: Initial Review

- **Acknowledgement:** Upon receipt of your complaint, we will acknowledge it within five working days.
- **Investigation:** The property manager responsible for your development will investigate the matter.
- **Response:** We aim to provide a full response within fifteen working days. If more time is required, we will inform you of the expected response date and the reason for the delay. If we decide to issue a final response and close your complaint at this stage, you can skip to Stage 3 if you remain dissatisfied.

2. Stage Two: Senior Officer Review

- **Escalation:** If you are not satisfied with our initial response, you may request a second review by a senior officer. This request should be made within seven working days of receiving our initial response.
- **Acknowledgement:** We will acknowledge your request within five working days.
- **Final Response:** A senior officer will review your complaint and the initial response. You will receive a final response within fifteen working days. The senior officer may either uphold the original decision

or provide a different resolution. If the senior officer agrees with the first response, they may also decide not to continue correspondence on the matter.

3. **Stage Three: External Review**

- If you remain dissatisfied after our final response, you may refer your complaint to the Property Redress Scheme. This service is free of charge.
- You can write directly to the Property Redress Scheme at Premiere House, First Floor, Elstree Way, Borehamwood, WD6 1JH, or submit an email to complaints@theprs.co.uk.
- You are required to wait eight weeks from the date of your written complaint before contacting the Property Redress Scheme, unless we have issued our final response earlier and you remain dissatisfied. In such cases, you may proceed directly to the Property Redress Scheme.
- Additionally, your complaint must be raised with the Property Redress Scheme within one year of your last communication with us on the subject of your complaint.

4. **Data Privacy**

We are committed to protecting your privacy. We will handle any personal information that you provide during the complaints process in accordance with our Privacy Policy and any applicable data protection laws.

5. **Accessibility**

We strive to make our complaints process accessible to everyone. If you require this document in another format, or need assistance in making a complaint, please inform us so that we may provide the necessary support.

6. **Policy Review**

This policy is reviewed regularly to ensure it remains current and compliant with all legal and regulatory requirements.

Conclusion

At Carringtons, we are dedicated to ensuring the satisfaction of our clients and addressing any concerns in a fair and transparent manner. We value your feedback and will make every effort to resolve your complaint promptly and professionally. Should you have any questions regarding our Complaints Handling Policy, please do not hesitate to contact us.