



PRESIDE

Complaints Procedure

DOCUMENT CONTROL

Date	Version	Comment
01/10/2009	0.1	
23/12/2009	0.2	Amended due to changes in ARMA procedure.
05/01/2009	0.3	Addition of SOS details

OVERVIEW

This document outlines PRESIDE's procedure in the event of a complaint.

OBJECTIVES

- To define the process for dealing with complaints
- Give details of person responsible at PRESIDE for handling complaints
- Escalation process
- Dealing with complaints regarding insurance matters

DEALING WITH COMPLAINTS

We pride ourselves in offering the very highest standards of property management however, we recognise that issues may arise and have outlined the procedure for dealing with complaints.

If your complaint is regarding the management of your building, you should, in the first instance, contact your property manager, who will acknowledge receipt and attempt to resolve the issue at that point. If that is not possible, then they will outline when you should expect a full response and ensure that they contact you within the given timescale providing details of what action has been taken.

If the matter requires escalation or, if the complaint relates to any other matter (excluding insurance handling), the matter must be put in writing and addressed to Jane Munro, who has been appointed by PRESIDE to investigate complaints internally.

You should set out the nature of your complaint and include any relevant documentation so that the matter can be fully investigated. We will acknowledge receipt of the complaint within 5 working days and the matter will then be investigated internally. We will endeavour to resolve the matter and respond within 10 working days. Our response will outline what actions have been taken and the situation will be monitored until all parties are satisfied with the outcome.

If, however, the complainant is still dissatisfied or we are unable to resolve the complaint internally, we will refer the matter to the Surveyors Ombudsmen Scheme. This is the redress mechanism set out by the Royal Institute of Chartered Surveyors (RICS) of which we are a member firm.

The Correspondence address for the Surveyors Ombudsman Service is:

Surveyors Ombudsman Service

PO Box 1021

Warrington

WA4 9FR

T: 0330 440 1634 or 01925 530270

E: enquiries@surveyors-ombudsman.org.uk

W: www.surveyors-ombudsman.org.uk

INSURANCE COMPLAINTS

If we receive a complaint relating to an insurance matter, this must be logged internally in accordance with FSA regulations. Please address all correspondence to Christopher Harniman at PRESIDE, who has been appointed to investigate insurance related complaints.

Details of the complaint must be put in writing, and we will acknowledge receipt of the complaint within 5 working days. All insurance related complaints will be referred to the relevant broker immediately and the insurers put on notice. The matter will then be investigated and we endeavour to fully resolve the matter and respond within 10 working days. Our response will outline what actions have been taken and the situation will be monitored until all parties are satisfied with the outcome.

If the matter cannot be resolved internally, then the matter should be referred to the Financial Ombudsman Service and PRESIDE must be copied in on all correspondence.

The Financial Ombudsman Service

South Quay Plaza

183 Marsh Wall

London E14 9SR

T: 020 7964 1000 (switchboard) or +44 20 7964 1000 (for calls from outside the UK)

E: complaint.info@financial-ombudsman.org.uk

W: www.financial-ombudsman.org.uk