
Complaints Procedure

What if I am dissatisfied with the service I receive?

Residents Quarter is committed to providing a high quality service to all of our clients. However we acknowledge that on occasion's things can go wrong. When something does go wrong, we need you to tell us about it. This will help us improve our service.

We have a Complaints Handling Procedure which meets the RICS regulatory requirements. Our Complaints Handling Procedure has two stages. Stage one of the Complaints Handling Procedure gives our firm the opportunity to review and consider your complaint in full. Our firm will try to resolve your complaint to your satisfaction. If you are not happy with our response, you will have the opportunity to take your complaint to stage two. Stage two gives you the client, the opportunity to have your complaint reviewed and considered by an independent redress provider, approved by RICS.

If you have spoken to us about your complaint, which could include:

- Delays or failure to provide a service
- Perceived unhelpful behaviour or treatment by staff
- Dissatisfaction with our policies or procedures

We ask that you please put the details of your complaint in writing to ensure we have a full understanding of the reasons for your complaint.

How to make a complaint

If you wish to make a complaint you can contact us in the following ways:

In writing to: Sarah Parkyn
Head of Property Management
Residents Quarter
6 Malton Way
Adwick-le-Street
Doncaster, DN6 7FE

By email to: sarah@residentsquarter.co.uk

By phone: 01302 338100

Information to include:

In order to help us resolve your complaint as quickly and efficiently as possible, we will require the following information:

- Your name and address
- The name of the representative you dealt with
- Any relevant account and reference numbers
- Preferred method of communication and relevant contact details
- A clear description of your complaint
- Details of what you would like to be put right

What will happen next?

We will send you a letter acknowledging your complaint within 7 days. If necessary, we will ask you to confirm or explain your complaint in further detail.

We will record your complaint in our central register. We will then thoroughly investigate your complaint and provide you with a detailed response. This may include, if appropriate, our suggestions for resolving any outstanding issues.

We aim to resolve your complaint as quickly as we can. If however we are unable to do this within 28 days of receiving your complaint, we will communicate with you explaining what is happening and when we expect to conclude our investigations into your complaint.

Taking your complaint further

We aim to resolve complaints efficiently by our initial assessment and response. However, we recognise that on occasions the proposed resolution may be unacceptable. If you are still dissatisfied after our internal complaints procedure has been exhausted (or more than 8 weeks has elapsed since the complaint was first made) then you may refer your complaint to the Property Ombudsman, whose details are set out below:

For Consumer Clients

*The Property Ombudsman
Milford House
43-55 Milford Street
Salisbury
SP1 2BP
Tel: 01722 333306*

The Property Ombudsman will not normally investigate a complaint unless the internal complaints procedure has been exhausted. Please note that the Property

Ombudsman's Rules are subject to amendment periodically, and if you wish to make a complaint to the Property Ombudsman, you should refer to the version in force at that time.

For Business Clients

*RICS Dispute Resolution Service
Surveyor Court
Westwood Way
Coventry
CV4 8JE
Tel: 020 73343806*