

Complaints Policy of Bartley Management Limited

Bartley Management Limited views complaints as an opportunity to learn and improve for the future, as well as a chance to put things right for the person or organisation that has made the complaint.

Our policy is:

- To provide a fair complaints procedure which is clear and easy to use for anyone wishing to make a complaint
- To publicise the existence of our complaints procedure so that people know how to contact us to make a complaint
- To ensure all complaints are investigated fairly and in a timely way
- To ensure that complaints are, wherever possible, resolved and that relationships are repaired
- To gather information which helps us to improve what we do and how we act in the future.

Definition of a Complaint

A complaint is any expression of dissatisfaction, whether justified or not, about any aspect of our organisation.

Where Complaints Come From

Complaints may come from any person or organisation who has a legitimate interest in our business. A complaint can be received verbally, by phone, by email or in writing and should use the words 'formal complaint' to distinguish it from routine complaints for example relating to a bin store or block management issue.

Confidentiality

All complaint information will be handled sensitively, telling only those who need to know and following any relevant data protection requirements.

Responsibility

Overall responsibility for this policy and its implementation lie with Bartley Management Limited's Directors.

Review

This policy is reviewed regularly and updated as required.

Publicised Contact Details for Complaints:

Written complaints may be sent to Bartley Management Limited at Ground Floor, Cromwell House, 15 Andover Road, Winchester SO23 7BT or by e-mail at enquiries@bartleymanagement.co.uk. Verbal complaints may be made by phone to 0345 017 9969 or in person at our registered address of: Ground Floor, Cromwell House, 15 Andover Road, Winchester SO23 7BT.

Receiving Complaints

Complaints may arrive through channels publicised for that purpose or through any other contact details or opportunities the complainant may have. Complaints received by telephone or in person need to be recorded. The person who receives a phone or in person complaint should:

- Write down the facts of the complaint
- Take the complainant's name, address and telephone number
- Note down the relationship of the complainant to us - for example: Freeholder or resident
- Tell the complainant that we have a complaints procedure
- Tell the complainant what will happen next and how long it will take
- Where appropriate, ask the complainant to send a written account by post or by email so that the complaint is recorded in the complainant's own words.

Resolving Complaints

In many cases, a complaint is best resolved by the person responsible for the issue being complained about. If the complaint has been received by that person, they may be able to resolve it swiftly and should do so if possible and appropriate. Whether or not the complaint has been resolved, the complaint information should be passed to Steve Mouldsdale within two weeks.

On receiving the complaint, Steve Mouldsdale will record it in the complaints log. If it has not already been resolved, they should delegate an appropriate person to investigate it and to take appropriate action. If the complaint relates to a specific person, they should be informed and given a fair opportunity to respond.

Complaints should be acknowledged by the person handling the complaint within **three working days**. The acknowledgement should say who is dealing with the complaint and when the person complaining can expect a reply. A copy of this complaints procedure should be attached.

Ideally complainants should receive a definitive reply within 15 working days. If this is not possible because for example, an investigation has not been fully completed, a progress report should be sent with an indication of when a full reply will be given. Whether the complaint is justified or not, the reply to the complainant should describe the action taken to investigate the complaint, the conclusions from the investigation; and any action taken as a result of the complaint. If escalated to a third stage, we will aim to provide a written response to the review within a further 15 working days.

If the complainant is still not satisfied after the last stage of the in-house complaint procedure (or more than eight weeks has elapsed since the complaint was first made) then he/she can take the matter up with the Property Ombudsman without charge. Full details are:

Milford House, 43-55 Milford Street, Salisbury, Wiltshire, SP1 2BP, Tel: 01722 333306, email: admin@tpos.co.uk.

External Stage

The complainant can complain to a Property Ombudsman. Information about the kind of complaints the Ombudsman can involve itself in can be found on their website at: www.tpos.co.uk referring to the Residential Leasehold Management Section.

Variation of the Complaints Procedure

The Company may only vary the procedure for good reason. This may be necessary to avoid a conflict of interest.

Monitoring and Learning from Complaints

Complaints are reviewed annually to identify any trends which may indicate a need to take further action.