

### In-House Complaints Procedure

We are committed to providing a professional service to all our clients and customers. If things go wrong, we need you to tell us about them. This will help us to improve our service going forward and resolve issues as soon as possible.

If you have a complaint please put it in writing (letter or email) to us. We will then aim to acknowledge and respond in line with the timescales and stages set out below. The process should take no longer than 8 weeks.

#### **Stage 1 - Your Complaint**

Please put your complaint in writing and address it to Karen Harrison, Director ([karen@mulberrypm.co.uk](mailto:karen@mulberrypm.co.uk)). Please include as much detail as possible, including date, names of any members of staff you dealt with and where possible also enclosing or attaching any supporting evidence.

#### **Stage 2 - Our Acknowledgement**

Your complaint will be acknowledged, and we will start our in-house complaints process.  
Timescale - We aim to respond within 3 working days of receiving your complaint.

#### **Stage 3 - Our Investigation**

Your complaint will be investigated, and Karen Harrison will provide a formal written response addressing your specific complaints and proposing resolutions where appropriate.  
Timescale – We aim to respond within 15 working days of receiving your complaint.

#### **Stage 4 – Our Final Investigation**

If you remain unhappy, your subsequent complaint will be investigated and Peter Docwra, Director ([peter.d@ashtonsnet.com](mailto:peter.d@ashtonsnet.com)), will provide a written response outlining our final position and proposing resolutions where appropriate. Timescale - We aim to respond within 15 working days of receiving your subsequent complaint.

<p><b>Stage 5 – Complaints about our obligations to you</b></p> <p>For complaints about our obligations to you, you can refer your complaint to:</p> <p><b>The Property Ombudsman:</b></p> <p><b>The Property Ombudsman Ltd</b> Milford House, 43-45 Milford Street Salisbury, Wiltshire SP1 2BP 01722 333 306 <a href="http://www.tpos.co.uk">www.tpos.co.uk</a></p> <p>You must refer your complaint to The Property Ombudsman within 12 months of receiving your final viewpoint letter.</p>	<p><b>Stage 5 – Issues with your lease and service charges</b></p> <p>For complaints about your lease and services provided under your lease, you can refer to:</p> <p><b>First-Tier Tribunal</b></p> <p>For example:</p> <ul style="list-style-type: none"> <li>- Increases in service charges and estate charges</li> <li>- Fairness of charges applied in line with your lease</li> <li>- The quality of management services provided</li> <li>- Consultation on major works and contracts</li> </ul> <p>The FTT operates 5 regional tribunals in England <a href="http://www.gov.uk/courts-tribunals/first-tier-tribunal-property-chamber">www.gov.uk/courts-tribunals/first-tier-tribunal-property-chamber</a></p>
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