

Complaints Procedure



Block Management UK Ltd

Our Commitment to Our Customers

We aim to do our best to provide a good service, in a polite, efficient, and fair way but sometimes things go wrong.

When this happens we would like you to let us know, then we can try to put matters right.

We take all complaints about our service very seriously and will endeavour to deal with your complaint promptly.

To ensure that we have all the facts necessary to investigate your complaint we have a step-by-step procedure for you to follow.

Following this procedure will enable us to expedite your complaint to a mutually satisfactory resolution.

Notes:

- If you are a tenant renting accommodation you need to refer your complaint to your landlord in the first instance.
- This process may not cover all complaints and we reserve the right to change process and responsibilities depending on circumstances.
- For the purpose of this procedure, a customer is considered a client or owner of a property to whom we provide property management services, or a client or owner of a property to whom we have provided property management services no more than 12 months prior to the date of receiving your complaint.

When to complain?

- If you are dissatisfied with any aspect of our service.
- If we have failed to follow our own policies or procedures.
- If we have failed to conduct a repair within a reasonable period.
- If we have not returned your calls or replied to your correspondence.
- If you believe we have discriminated against you.
- If you have had a problem with one of our employees.

The Complaints Procedure

The most effective way of resolving a problem is to give the employee involved the opportunity to discuss your dissatisfaction with you informally.

Before you decide whether to make a formal complaint, we therefore ask you to try to resolve the matter with the person concerned by contacting them.

Stage 1

If your problem is about a member of staff and you are unable to discuss the matter with him/her or if you are unhappy with the way the matter was dealt with you should put your complaint in writing and send to:

Complaints
Blockmanagement U.K. Limited
Unit 5 Stour Valley Business Centre
Brundon Lane
Sudbury
Suffolk
CO10 7GB

Stage 1 complaints can also be submitted by email to complaints-procedure@bmuk.ltd. These will be treated as incoming post and deemed served on the second business day after receipt. Complaints submitted by email must be attached to your email in an editable format and not contained in the content body of your email. The subject of your email must contain your name, address, and what stage of the process to which your correspondence attached relates.

Please note only complaints meeting these requirements will be accepted when submission is via email and Blockmanagement U.K. Limited reserve the right to reject any complaints received that do not comply with the terms outlined in this procedure.

The person who the firm deem most suitable to manage the complaint or a nominee in consultation with the person who the firm deem most suitable to manage the complaint will acknowledge receipt of your complaint by post within three working days. There will be a full investigation and you will receive a written reply by post within 15 working days.

All complaints are tracked to ensure that we adhere to this procedure.

Complaints are often complex and if you are not entirely happy with our response you should follow Stage 2 of the procedure.

Stage 2

If you feel you have not received a reasonable response to your complaint under Stage 1, you can write for the attention of the Finance Director within 15 working days of the receipt of the response to Stage 1.

The Finance Director or a nominee in consultation with the Finance Director will acknowledge receipt of your complaint by post within 3 working days and conduct a separate review of your complaint and respond to you in writing by post within 15 working days to inform you of the decision.

Your complaint and the way it has been managed will be considered.

Please address your letter to:

The Finance Director
Blockmanagement U.K. Limited
Unit 5 Stour Valley Business Centre
Brundon Lane
Sudbury
Suffolk
CO10 7GB

Stage 2 complaints can also be submitted by email to complaints-procedure@bmuk.ltd. These will be treated as incoming post and deemed served on the second business day after receipt. Complaints submitted by email must be attached to your email in an editable format and not contained in the content body of your email. The subject of your email must contain your name, address, and what stage of the process to which your correspondence attached relates.

Please note only complaints meeting these requirements will be accepted when submission is via email and Blockmanagement U.K. Limited reserve the right to reject any complaints received that do not comply with the terms outlined in this procedure.

Stage 3

If you still feel you have not received a reasonable response to your complaint under Stage 2, you can write for the attention of the Managing Director within 15 working days of the receipt of the response to Stage 2.

The Managing Director or a nominee in consultation with the Managing Director will acknowledge receipt of your complaint by post within 3 working days and conduct a separate review of your complaint and respond to you in writing by post within 15 working days to inform you of the decision.

Your complaint and the way it has been managed will be considered.

Please address your letter to:

The Managing Director
Blockmanagement U.K. Limited
Unit 5 Stour Valley Business Centre
Brundon Lane
Sudbury
Suffolk
CO10 7GB

Stage 3 complaints can also be submitted by email to complaints-procedure@bmuk.ltd. These will be treated as incoming post and deemed served on the second business day after receipt. Complaints submitted by email must be attached to your email in an editable format and not contained in the content body of your email. The subject of your email must contain your name, address, and what stage of the process to which your correspondence attached relates.

Please note only complaints meeting these requirements will be accepted when submission is via email and Blockmanagement U.K. Limited reserve the right to reject any complaints received that do not comply with the terms outlined in this procedure.

Stage 4

If you are still dissatisfied after the last stage of our in-house procedure (or more than 8 weeks has elapsed since your complaint was first made) Blockmanagement U.K. Limited are a member of the independent The Property Ombudsman (TPO) scheme for residential leasehold management who run a complaints resolution service, with whom you can refer the matter without charge.

Their details can be found below.

The Property Ombudsman

Milford House
43 - 55 Milford Street
Salisbury,
Wiltshire,
SP1 2BP

Tel: 01722 333306
<https://www.tpos.co.uk/>

Please note that The Property Ombudsman will only consider any complaint made directly to them if a complaint has been previously raised with the agent, after you have followed their complaints procedure and your complaint has not been resolved to your satisfaction. If you have not followed our complaints procedure the Property Ombudsman will not consider your complaint.

You will need to submit your complaint to The Property Ombudsman within 12 months from the date of our final viewpoint, including any evidence to support your case.

Please note

It may be tempting to withhold payment of your service charges. We ask that you do not take this approach as it often makes a tricky situation worse. Non-payment may also be subject to interest and overdue payment charges. What this procedure does not cover:

- Everyday matters such as reporting or chasing a repair
- Accounts queries
- Complaints by one resident about another (unless the lease or transfer allows)
- Defects in your apartment – sometimes there will be problems in your apartment that can only be resolved by the developer
(E.g. shrinkage cracks, unless the defect is caused by a problem within the communal areas which we have responsibility for managing.)

These should be directed to:

The Property Management Department
Blockmanagement U.K. Limited
Unit 5 Stour Valley Business Park
Brundon Lane
Sudbury
Suffolk
CO10 7GB
Tel: +44 (0)1787 211 801