

PROCEDURES FOR HANDLING CLIENT COMPLAINTS

We are committed to providing a professional service to all our clients and customers. When something goes wrong, we need you to tell us about it. This will help us to improve our standards.

If you have a complaint, please put it in writing, including as much detail as possible. We will then respond in line with the timeframes set out below (if you feel we have not sought to address your complaints within eight weeks, you may be able to refer your complaint to the Property Ombudsman to consider without our final viewpoint on the matter).

1. Ian Magenis has been appointed to deal with complaints and you should not hesitate to contact him if you are unhappy with the service provided by the practice. The contact details are as follows:-

Ian Magenis MIRPM Assoc RICS, Partner

Scanlans Property Management LLP

3rd Floor Boulton House, Chorlton Street, Manchester M1 3HY

Tel no: 0161 212 8310

Email: ian.magenis@scanlans.com

2. When your complaint is initially made, you will be requested to send a written summary of the complaint to Ian Magenis. If Ian Magenis is absent and unable to deal with your complaint within the time scale set out below, it will be referred to Tony Mancini whose contact details are as follows:-

Tony Mancini BSc MRICS, Partner

Scanlans Property Management LLP

3rd Floor Boulton House, Chorlton Street, Manchester M1 3HY

Tel no: 0161 212 8320

Email: tony.mancini@scanlanscs.com

3. We will send you a letter acknowledging receipt of your complaint within three working days of receiving it, enclosing a copy of this procedure.

Regulated by the RICS

4. Within 15 working days of receipt of your summary, the person dealing with your complaint will write to you in order to inform you of the outcome of the investigation into your complaint and to let you know what actions have been or will be, taken.
5. If you are dissatisfied with the outcome of our investigation or any aspect of our handling of your complaint (Or more than 8 weeks has elapsed since the complaint was first made) or our proposal for dealing with this, we agree to the referral of your complaint as follows:-

- (a) If you are a consumer client – your complaint can be referred to The Property Ombudsman without charge, whose contact details are as follows:

The Property Ombudsman

Milford House, 43-55 Milford Street, Salisbury, Wiltshire SP1 2BP www.tpos.co.uk
Complaints Enquiries: 01722 333 306 Email: admin@tpos.co.uk

- (b) If you are a business client and we agree to referral of your complaint to the Neutral Evaluation Procedure for Surveying Disputes, operated by the Independent Dispute Resolution Service Limited, their contact details are:

Neutral Evaluation Procedure for Surveying Disputes

IDRS Limited

24 Angel Gate, City Road, London EC1V 2PT
Tel no: 020 7520 3800
Fax no. 0845 1308 117
Email: info@idrs.ltd.uk

From whom Scheme details may be obtained.

Please note the following:

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

The Property Ombudsman requires that all complaints are addressed through this in-house complaints procedure, before being submitted for an independent review.

Regulated by the RICS



the royal
institute of
chartered
surveyors

Scanlans Property Management LLP is a Limited Liability Partnership registered in England and Wales under No. OC347346. A list of members is available at the registered office. Registered office: 3rd Floor Rear Suite, Boulton House, 17-21 Choriton Street, Manchester, M1 3HY