

COMPANY COMPLAINTS PROCEDURE

Dear Client

Although we try our utmost to provide excellent customer service and regularly carry out satisfaction surveys, we are aware that on occasion we may get something wrong and as a result your experience or outcome will not be satisfactory. As strange as it may be, if you have a complaint, we want to hear about it so that we can do our best to put it right. Our Customer Complaints Procedure has the following goals:

- To deal with complaints fairly, efficiently and effectively;
- To ensure that all complaints are handled in a consistent manner throughout;
- To increase customer satisfaction;
- To use complaints constructively in the planning and improvement of all services.

Who can complain?

Anyone who is:

- Receiving a service from our company;
- Caring for someone who has a complaint;
- Has been refused a service which they feel they are entitled to.

How to complain

We would like the opportunity to resolve any complaint informally. In the first instance contact us, if you feel able to, speak to the member of staff who is working with you or ask to speak to their manager and explain your complaint. Always make a note of the name of the person you speak to and if a solution is offered at this point, make a note of this as well. If you are not satisfied or do not wish an informal solution, you may pursue a formal complaint in writing and send it to The Company Director: Blockcontrol Partnership Ltd, 30 Roston road, Salford, M7 4FS.

What Happens Next?

You will receive acknowledgement of your complaint within 3 working days. You may be contacted to make sure that we have understood your complaint properly and you may be interviewed by the person investigating the complaint. You will receive a written response to your complaint within 15 working days.

Can you take your complaint elsewhere?

Yes, you can. If the complainant is still not satisfied after the last stage of the in-house complaint procedure (or more than 8 weeks has elapsed since the complaint was first made) then you can take the matter up with The Property Ombudsman without any charge who you can be contacted at the following address.

The Property Ombudsman, Milford House, 43-55 Milford Street, Salisbury, Wiltshire SP1 2BP -Telephone - 01722 333306 - Email - admin@tpos.co.uk – Website - <https://www.tpos.co.uk/>

Does this always happen?

In all cases, a complaint will be given full and fair consideration. However, if as a result of your complaint, disciplinary proceedings are taken against a member of staff, an internal procedure will apply. You will be informed that disciplinary proceedings have taken place, but as these proceedings are confidential, you will only be informed of the details or outcome of matters outside of this procedure. If a criminal offence is alleged, then the police will be informed.

Can you have someone with you when your complaint is discussed?

Yes, you can

Yossi Weisz

Blockcontrol Partnership Ltd

BLOCKCONTROL PARTNERSHIP LTD

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