

PARKHEATH COMPLAINTS PROCEDURE

Step 1

If you have a complaint then, the first step would be to contact the person, department, or office you have been dealing with. They are the best-placed people to deal with your complaint. Should you not wish to deal with the person you are complaining about or the person that is handling your complaint then please go straight to Step 2 as detailed below.

Where possible we will deal with the matter you raise immediately or within the same day. If this is not possible then we will require your complaint in writing and we aim to respond within 7 working days of receipt. If the issues are not straightforward it may take longer to fully investigate but we will keep you informed of any progress.

If you are not satisfied with the investigation, then please go to Step 2.

Step 2

If you are not satisfied with the response, you have been given in step 1, then please speak to the Head of the relevant Department. Please state in writing to that person why you are not satisfied. You should receive a same day acknowledgement of your complaint. Your complaint will be considered again, and you will receive a reply within 7 days. Again, if the issues are not straightforward it may take longer to fully investigate but we will keep you informed of any process.

If you are still not satisfied with the further investigation, then please go to Step 3.

Step 3

If you are not satisfied with the Head of Departments response in step 2, then you should contact the following: -

For Lettings, Property Management, Tenancy Progression, Tenancy Renewals/Terminations & Accounts

Lettings Director - Annette Ross annette.ross@parkheath.com / 020 7794 7111

For Sales & Sales Administration

Director - David Stern - david.stern@parkheath.com / 020 7431 1234

If you are still not satisfied with the response, then please go to step 4.

Step 4

We will deal with all issues that are of concern and will aim to put them right if they have gone wrong. If you are not satisfied with the above three steps, then the fourth step would be to write to the Managing Director of Parkheath as follows: -

Mr Tom Gladwin - Parkheath 192 West End Lane London NW6 1SG / tom.gladwin@parkheath.com

This is the final stage of our complaint's procedure.

Should you not be satisfied with the response from Step 4, then the next step would be to contact The Property Ombudsman. Milford House, 43 - 55 Milford Street, Salisbury, Wiltshire, SP1 2BP