

HC PROPERTY NET

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 this in writing (letter) to us. We will then acknowledge and respond in line with the timescales and stages set out below.

Stage 1—Your Complaint

Please put your complaint in writing either by letter or email and address it to **Kat Kristensen, Property Manager**. Please include as much detail as possible, including dates, names of any members of staff you dealt with, and where you are able to enclosing/attaching any supporting evidence.

HC Property Net

386 Finchampstead Road

Finchampstead , Wokingham

Berkshire RG40 3LA

Email: management@hcproperty.net

Please ensure you date your letter and send recorded delivery to ensure receipt

Stage 2—Our Acknowledgement

Your complaint will be acknowledged and we will start our in house complaints process

Timescale

Within 3 working days of receiving your complaint

Stage 3—Our Investigation

Your complaint will be investigated and **Kat Kristensen, Property Manager** will provide a formal written response addressing your specific complaints and proposing resolutions where appropriate

Timescale

Within 15 working days of receiving your complaint

Stage 4 & 5—Ombudsman

Stage 4 – should you not be satisfied with the outcome of the investigation can you please contact Helen Church, Director HC Property Net in writing with reasons behind your dissatisfaction and we will ensure you are provided with a further investigation which will be based on evidence, this will be our final form of resolution available

Should you remain dissatisfied after receiving our final viewpoint letter you can refer your complaint to the Ombudsman: The Property Ombudsman Milford House

43-55 Milford Street , Salisbury, SP1

2BP 01722 333306

www.tpos.co.uk admin@tpos.co.uk

Timescale

Within 15 working days of receiving the complaint

You must refer your complaint to the Ombudsman within 12 months of receiving our final viewpoint letter

If we have not addressed your complaints within eight weeks, you can refer your complaint to the Ombudsman.

No charge will be made for any complaint TPO handle.

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