

## PROCEDURE FOR HANDLING OF COMPLAINTS

HES Estate Management Limited 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 are a private consumer customer** with 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.

What will happen next?

- We will send you a letter acknowledging receipt of your complaint within three working days of receiving it, enclosing a copy of this procedure.
- We will then investigate your complaint. This will normally be dealt with by Sarah Robertson, Head of Property Management, who will review your file and speak to the member of staff who dealt with you. A formal written outcome of our investigation will be sent to you within 15 working days of sending the acknowledgement letter.
- If you are not satisfied with the outcome of the in-house complaint procedure (or more than 8 weeks has elapsed since the complaint was first made) you can request an independent review from The Property Ombudsman, without charge.

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**The Property Ombudsman  
33 The Clarendon Centre  
Salisbury Business Park  
Dairy Meadow Lane  
Salisbury  
SP1 2TJ**

**01722 333 306**

[admin@tpos.co.uk](mailto:admin@tpos.co.uk)

[www.tpos.co.uk](http://www.tpos.co.uk)

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 complaint's procedure, before being submitted for an independent review.

**In the event of a complaint from a commercial client** which cannot be settled by negotiation in good faith and remains unresolved following a period of eight weeks of receipt of your written summary, then the dispute shall be referred to arbitration in accordance with the Arbitration Act 1996 and the IDRS Arbitration Procedure for Surveying Disputes (2007 Edition or as amended), which Rules are deemed to be incorporated by reference to this Clause, by an arbitrator appointed by IDRS Ltd. (IDRS Ltd, 70 Fleet Street, London EC4Y 1EU. Tel. 020 7520 3800; website [www.idrs.ltd.uk](http://www.idrs.ltd.uk)). Nothing in this clause shall prevent any Party seeking a preliminary injunction or other judicial relief at any time if, in its judgement, such an action is necessary to prevent irreparable damage. All negotiations in relation to the matters in dispute shall be strictly confidential and shall be without prejudice to the rights of the parties in any future proceedings.