

CASTLEREAGH COMPLAINTS POLICY

We approach complaints in the same way we approach the day-to-day management of our blocks: with sensitivity, tenacity and thoroughness. We appreciate that often people make complaints when they have reached a stage of intolerance at which their emotions are considerably heightened.

We always request that complaints, whether about a member of staff at Castlereagh or any other individual or entity, are put in writing and addressed to the MD of Castlereagh Management, Angie Wright at 87 York Street, London W1H 4QB, angie@castlereagh.co.uk, describing how the complainant has been affected by the situation. But if they prefer to speak to a member of staff, they will be reassured that the matter will be taken seriously and the appropriate complaints handling procedure will be followed. The member of staff will make notes throughout the conversation and either read them back to the complainant or send a copy to ensure they have been correctly understood. If the complaint is received in writing, a member of staff will acknowledge receipt in writing and explain what the next steps will be, within 3 working days.

We follow a simple complaints procedure, geared to helping us to resolve complaints or disputes as effectively and as discreetly as we possibly can. Wherever possible, we attempt to negotiate an amicable conclusion for all parties concerned.

If a leaseholder, resident or third party has cause to complain to Castlereagh Management, the following procedure is strictly followed:

1. Castlereagh member of staff fills out Complaint Form, detailing the complainant's objections and the context of the situation.
2. Within 7 days, Castlereagh Management invite parties involved in the complaint to meet together, or separately, in an attempt to resolve the issue with sensitivity and swiftness.
3. If the matter cannot be resolved informally, all parties are invited to a formal meeting within a further 14 days, consisting of the parties involved in the complaint and either a representative from the block's board of directors, or a legal adviser. A final written response to the complaint will be sent within 7 days of the meeting.
4. If the complainant is still not satisfied after the last stage of the in-house complaints procedure, (or more than 8 weeks have elapsed since the complaint was first made), they can take the matter up, (without charge), with:

The Property Ombudsman Scheme (TPOs)

Milford House

43-55 Milford Street

Salisbury

Wiltshire SP1 2BP

Tel: 01722 333306

Fax: 01722 332296

Email: admin@tpos.co.uk

Website: www.tpos.co.uk .

CASTLEREAGH MANAGEMENT COMPLAINT FORM

Date of complaint:

Name of complainant:

Address of complainant:
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Nature of complainant:
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Action taken by Castlereagh:
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(continue on separate sheet if necessary)

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Closing of Complaint:

Has the complaint been satisfactorily concluded? Yes No
(copy of final letter/fax/record of telephone call attached)

Complaint manager's signature confirming conclusion:

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Name in BLOCK CAPITALS: **Date:**