

Complaints Handling Policy

Belgravia Block Management Ltd strives to deliver excellence to all clients and client associated activity. In the unfortunate event that you feel we have not met this standard or you have a complaint against Belgravia Block Management Ltd or one of its employees or contractors, which you feel you have been unable to resolve satisfactorily with the Manager concerned, we will follow the complaints process as set out below.

Complaints directly to Belgravia Block Management Ltd

We are willing to consider any complaints you may have against Belgravia Block Management Ltd or its staff.

In addition to helping resolve any grievance you may have, this will also give us the opportunity to assess and improve the way in which we conduct our business. You can complain in person, by telephone by phoning the office and arranging a meeting at a convenient time or by sending an email or letter.

What will happen next?

Once you have contacted us advising us of your complaint:

1. Within three working days of receiving your complaint, we will send you a letter acknowledging its receipt and advising who will be dealing with your complaint.
2. If further information is needed to properly assess your complaint, we will contact you.
3. We will then investigate your complaint. This will typically be carried out by the person receiving the complaint.
4. Following consideration of your complaint, we will either write to confirm how it has been dealt with or invite you to a meeting to discuss and hopefully resolve the matter. We will do this within 10 working days of sending you the initial acknowledgement letter.
5. If no satisfactory solution is achieved, the complaint will be passed on typically to the manager, and thereafter to the Director. The complete process should conclude within 21 days from the date of which the complaint has first been raised.
6. If the complaint 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 he/she can take the matter up with the Ombudsman Service without charge

The Ombudsman Service, Wilderspool Park, Warrington, WA4 6HL
<http://ombudsman-services.org/handling-complaints.html>.

www.belgraviablock.com

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