

COMPLAINTS PROCEDURE

We aim to provide the highest standard of service to all our tenants at Manchester Apartments and Beech Properties.

In order to ensure that your interests are safeguarded, we have put in place a set process by which any raised complaints are handled; this allows us to handle any issues or concerns effectively and wherever possible, as soon as they are raised.

Making a complaint

Stage One – Contact the Property Manager/Member of Staff that you have been dealing with

All complaints should, in the first instance, be directed by telephone, in person or by email to the property manager or member of staff that you have been dealing with. They will endeavour to resolve your complaint as soon as possible, otherwise no later than five working days from when they received notification of the issue.

Stage Two – Contact our Complaints Manager

If you remain dissatisfied, you may then further your complaint in writing by email to our Complaints Manager:

Gemma Apará, ga@mapartments.co.uk

Gemma is based at our Manchester Apartments office at:

60 Oxford Street, Manchester, M1 5EE. Tel: 0161 228 6633.

Your escalation will be acknowledged within three working days of receipt and the Complaints Manager will work with you to try and resolve any issues raised as promptly as possible.

Within fifteen working days the Complaints Manager will detail their findings and recommendations in a written response to you, to confirm our 'final viewpoint' on the matter.

Stage Three – Property Redress Scheme (For Manchester Apartments)

Manchester Apartments is a member of the Property Redress Scheme. If you remain unhappy with the response received from us and have exhausted our complaints procedure, you can contact the Property Redress Scheme to ask them to investigate your complaint.

In order to take your complaint to The Property Redress Scheme you must first have carried out the following:

- Sent a Formal Complaint to Manchester Apartments
- Waited a minimum of 8 weeks for us to investigate and resolve
- Contacted the Scheme within 12 months of the incident

The Property Redress Scheme is a government approved Redress Scheme who resolves complaints between Members and their consumers.

The Property Redress Scheme is free to use for the complainant and further information and guidance on how to resolve complaints is available via their website.

In order to make a complaint, please contact the Property Redress Scheme directly or alternatively, visit their website and fill out a Complaints Form. The Property Redress Scheme contact details are as follows:

Website: www.theprs.co.uk

Email: info@theprs.co.uk

By post at: The Property Redress Scheme Ground Floor, Kingmaker House Station Road, New Barnet Hertfordshire, EN5 1NZ

Your Agent is a Member of the

PRRS

Property Redress Scheme



If you have been unable to resolve your formal complaint with your Agent, then you can visit our website and lodge a complaint

Before raising a complaint, make sure you have:

1. Sent a Formal Complaint to your Agent
2. Waited a minimum of 8 weeks for the Agent to investigate and resolve
3. Contacted the Scheme within 12 months of the incident

The Property Redress Scheme is a government authorised Consumer Redress Scheme for Lettings, Property Management and Estate Agents and other Property Professionals



0333 321 9418



info@theprs.co.uk



.theprs.co.uk



@PropertyRedress

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Department for
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STANDARDS**

Estate Agency Team
Protecting Consumers
Safeguarding Businesses