



Complaints Procedure

GH Property Management Services Limited, a Member of the Property Ombudsman, aims to provide the highest standards of service to all our customers, providing a professional service to all our clients. To ensure that your interests are safeguarded, a complaints procedure has been introduced. This provides the opportunity for the matter and any dispute to be resolved and investigated internally in the first instance and; in the event that we are not able to deal with the issue to mutual satisfaction, by reference to the Property Ombudsman.

1. If you believe that you have a grievance that has not been dealt with appropriately through negotiation, please write a letter of complaint in the first instance to:
Miss Pauline Cantrill, Quality Assurance and Compliance Coordinator, at our registered Head Office or at pauline.cantrill@gh-propertymanagement.co.uk
Complaints, in writing, will be acknowledged within and no longer than 7 working days. Any issues raised will be investigated thoroughly and a formal reply will be sent within 21 working days of receipt. We will endeavor to resolve matters quickly and efficiently in order to reach a satisfactory conclusion.
2. If you are not satisfied with the outcome of our initial investigation, you are provided with a further opportunity to have the complaint reviewed by a Director:
Mr Moray Laing at our registered Head Office or at moray.laing@gh-propertymanagement.co.uk
Complaints, in writing, will be acknowledged within and no longer than 7 working days. The initial and any subsequent complaint, investigation and original response will be reviewed, and a formal reply will be sent within 21 working days of receipt.

We always aim to resolve any dispute internally and remedy any solution to any issue as a matter of course during the investigation. We endeavour to provide a satisfactory, agreeable resolution to any complaint whereby we had failed to honour our service level agreement without reasonable explanation. If you are not satisfied after the last stage of our 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.

3. In the event that the final review as detailed above still fails to satisfy your complaint, we advise you to refer the matter to The Property Ombudsman:
The Property Ombudsman, Milford House, 43-55 Milford Street, Salisbury, Wiltshire, SP1 2BP
01722 333 306
admin@tpos.co.uk
<http://www.tpos.co.uk/contact.php>

Please note that you will need to supply any evidence to support your case and your complaint will need to be submitted within 12 months of receiving our final viewpoint letter. The Property Ombudsman requires that all complaints are addressed through this in-house complaint's procedure, before being submitted for an independent review.