

# Complaints

## Handling Procedure

Whilst we aim to provide you with the best customer service possible sometimes things don't always go to plan. If this should happen or you feel that we have not dealt with something as you would have liked, please let us know. We will work with you to put things right and we will always use your feedback to improve things where we can.

We are committed to addressing all complaints fully and fairly and within a reasonable timeframe. We have a system in place to help us deal with any complaints which includes:

- Asking you what we can do to put things right.
- Ensuring there is a clear path of escalation to senior management should your complaint require further investigation.
- Ensuring that the person looking into your complaint has sufficient knowledge and experience of managing your property.
- Reviewing complaints so that we learn from your feedback and can continue to improve the quality of our service.

If you are not satisfied with our service, this policy sets out the ways in which you can make a complaint and if necessary, how to take it further.

**You can contact us by telephone, letter, email or in person via the following:**

**Correspondence address:**

Innovus Asset Management  
Malvern Court  
Whittington Road  
Worcester  
WR5 2RZ

**Email:**

assetmanagement@Innovus.co.uk  
(please ensure that the word **Complaint** is featured in the email subject line)

**Phone:**

01905 364004 - option 2

# The Process

1

## First Stage

**When raising an initial complaint please provide us with as much information as possible, including your contact details and any evidence you wish to be investigated.**

A member of the Asset Management Team will acknowledge your complaint within three working days and let you know who is responsible for investigating this fully. We aim to resolve most problems within 15 working days, however if our investigation requires more time we will contact you to explain the reason why and to let you know when you can expect to hear from us.

2

## Second Stage

**If you are unhappy with our response you can ask to escalate the issue to a member of our Management Team. You should use the same contact details and state that you would like a management review of your complaint.**

Our Asset Management Team will acknowledge your request within three working days and let you know who will be conducting the review of your complaint. We will carefully consider all the details of your complaint and we may contact you to discuss the case further. We will aim to conclude the review within 15 working days but if this is not possible we will contact you to explain why and when you can expect to hear from us.

We always try to fully resolve your concerns but if you are 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) you can request an independent review from **The Property Ombudsman** without charge. This is a redress mechanism approved by the Government and the regulatory board of The Royal Institution of Chartered Surveyors (RICS) of which we are a member firm. The Ombudsman provides a free and independent service where their role is to investigate complaints fairly by listening to both sides of the story and looking at the facts. Their contact details are to the right:



**Correspondence address:**

The Property Ombudsman  
Milford House  
43 - 55 Milford Street  
Salisbury  
SP1 2BP

**Telephone:**

01722 333 306

**Email:**

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

**Website:**

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

