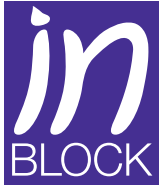


BLOCK & ESTATE MANAGEMENT

Complaints Procedure

(Reviewed June 2015)

www.inblock.co.uk



Complaints Procedure

It is our policy to conduct our business to the highest possible standards to provide the highest quality service. However, in the event that our service does not meet the required standard, all clients are entitled to make a formal complaint.

We will treat all complaints seriously and deal with them in confidence and as fairly and quickly as possible. We will also use the outcome of any investigation into a complaint to improve our business procedures and service.

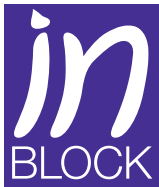
We will deal with complaints regarding:

- InBlocks' procedures or business practices.
- The conduct of a member of staff.

Complaints must be in writing and will be accepted at 27/29 High Street, Ewell Village, Surrey, KT17 1SD or by email to mail@inblock.co.uk

The complaint should include:

- Full details of the complaint including times, dates, locations & forms of communication.
- The name or the employee(s) who are the subject of the complaint.
- Documentary evidence where appropriate and available.
- The outcome being sought.
- Full name, address and contact details (including postal address, telephone number and email address).
- Contact names and details of any witnesses to the incident and a written statement from them so that they can be approached as part of our investigation.



Complaints Procedure

How we handle the complaint:

Stage 1:

- The complaint will be investigated by Alana Pittman.
- A response will be provided in writing within 14 days setting out the outcome of the investigation and any remedial action if required.
- If the complainant is not content with the outcome of Stage 1, they may progress their complaint to stage 2.

Stage 2:

- A request for the complaint to be taken to Stage 2 will be required in writing along with any additional supporting evidence including the outcome of stage 1.
- The Stage 2 complaint will be handled by Robert Tuke.
- A response will be provided within 21 days setting out the outcome of the investigation and any remedial action if required.
- If the complainant remains unhappy with the outcome of the complaint at Stage 2, you can take your complaint to stage 3.

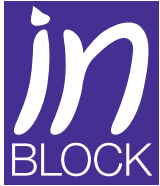
Stage 3:

- A request for the complaint to be taken to Stage 3 will be required in writing along with any additional supporting evidence including the outcome of Stage 1 and 2. Stage 3 of the complaint will be handled by Mr. C Howard of W. H. Matthews & Co Solicitors.
- A response will be provided in writing within 21 days setting out the outcome of the investigation and any remedial action if required.

Final Stage

In Block is registered with The Property Ombudsman Scheme (TPOS). If the complainant is not satisfied after the in-house complaint procedure has been concluded (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). Details of how to make a complaint can be found on www.ombudsman-services.org/property or by calling 01722 333306 or writing to their registered address at Millford House, 43 – 55 Milford Street, Salisbury, Wiltshire, SP1 2BP.

(Reviewed June 2015)



Complaints Procedure

Recording Complaints

In Block will maintain a record of all complaints.

Availability of Information

In Blocks complaints handling procedure will be published on the company's website and a hard copy provided to all clients upon request.

(Reviewed June 2015)