



CUSTOMER COMPLAINTS PROCEDURE

General Information

NMC is committed to providing a high quality service, within the existing resources, for the tenants and landlords that it serves.

The objectives of the Complaints Procedure are as follows:

- to provide an effective means of allowing service users or their representatives to complain about the quality or nature of services offered by the NMC;
- to ensure complaints are acted on swiftly and efficiently;
- to provide an independent review of a complaint; and
- to give the Directors an additional means of monitoring performance and the extent to which service objectives are being achieved.

Overview of Procedures

The complaints procedure has four steps:

Following the receipt of a complaint, NMC will acknowledge the complaint within 3 working days and respond to the complaint within 15 working days;

Should complainant not be satisfied with our response, we will acknowledge this and send a final view point letter.

Should we reach a deadlock, the complaint will be referred to The Property Ombudsman who will assess for mediation or their own review. Once TPO have completed their assessment they will either conduct a review or issue their proposed decision.

Both parties will have the opportunity to represent to TPO who will then make a final decision.

Key Considerations

Experience suggests that most complaints can be resolved at step 1, and that, even at this stage some complaints can be resolved without the need for formal investigation.

Misunderstandings can often be at the root of the complaint in terms of perceptions regarding the type, level and extent of services provided, basic problem solving, consultation and negotiation techniques can often resolve the matter so as to avoid the need for the formality of having investigations.

Making a Complaint

A complaint can be made in person, by telephone or in writing by contacting the appropriate individual. Initially the user will discuss the matter with the Director of the NMC who will endeavour to find a satisfactory solution. If the user remains dissatisfied and we reach a deadlock then the complainant can forward their complaint to The Property Ombudsman.

**NMC Estate Agents Ltd Tel: 02085449220 www.nmcestateagent.co.uk
154 Graham Road, Wimbledon SW19 3SJ Company No. 06995833**



In House Complaints Procedure

We are committed to providing a professional service to all our clients and customers. If things go wrong we need you to tell us about them. This will help us to improve our service going forward and resolve issues as soon as possible.

If you have a complaint, please put this in writing (letter or email) to us. We will then acknowledge and respond in line with the timescales and stages set out below.

Stage 1—Your Complaint

Please put your complaint in writing either by letter or email and address it to **Mr Nairn McIntosh - Director** Please include as much detail as possible, including dates, names of any members of staff you dealt with, and where you are able to enclosing/attaching any supporting evidence.

154 Graham Road
Wimbledon
SW19 3SJ

Email: office@nmcpropertymanagement.co.uk

Stage 2—Our Acknowledgement

Your complaint will be acknowledged and we will start our in house complaints process

Timescale

Within 3 working days of receiving your complaint

Stage 3—Our Investigation

Your complaint will be investigated and Nairn McIntosh - Director will provide a formal written response addressing your specific complaints and proposing resolutions where appropriate

Timescale

Within 15 working days of receiving your complaint

Stage 4—Final Viewpoint

If you remain dissatisfied, you should contact us again and we will reconsider any further evidence and why you aren't happy with our response. This will outline our final viewpoint on the matter.

Timescale

Within 15 working days of receiving your request for a further review

Stage 5—The Property Ombudsman

If our final viewpoint letter does not resolve matters (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.

The Property Ombudsman
Milford House
43-55 Milford Street
Salisbury
SP1 2BP
01722 333306
www.tpos.co.uk admin@tpos.co.uk

Timescale

You must refer your complaint to the Ombudsman within 12 months of receiving our final viewpoint letter

If we have not addressed your complaints within eight weeks, you can refer your complaint to the Ombudsman.

No charge will be made for any complaint we handle.

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