

# *Bickenhall Mansions Management Limited*

## **COMPLIMENTS AND COMPLAINTS POLICY STATEMENT**

Please let us know when we do well! It is of great importance to reward members of staff who out-perform expectation.

If, on the other hand and in the unlikely event you have a complaint, we recommend the following procedure.

Firstly, please discuss your complaint with any member of staff in the office. Your complaint will be noted and the matter dealt with as soon as possible. When the office is closed, your complaint may be registered in confidence at Reception. Please either tell the duty Commissionaire your complaint (he will report this on the daily maintenance sheet) or simply ask for the pre-printed complaint form which comes with an envelope to ensure privacy. The Commissionaire will ensure that this is delivered to the appropriate person as soon as possible.

We will acknowledge receipt and consider the complaint. We may endeavour to speak with you if we have any queries so please leave a contact telephone number but we will try to write to you with a conclusion to our investigation within 10 working days.

We are a member of [The Property Ombudsman Scheme](#). The role of the Ombudsman is to consider disputes that cannot be resolved through our in house complaints procedure.

October 2015