

## **Complete Prime Residential Complaint Procedure**

### **What can I do if I want to complain?**

Whilst our aim at Complete Prime Residential is to provide a customer focussed service, however we acknowledge that sometimes mistakes do occur and can lead to dissatisfaction for our clients and customers.

If you do have cause to complain, we would ask you to address it with your point of contact in the first instance and our team will aim to address and resolve any complaint.

If you are still not satisfied and wish to make a complaint on a more formal basis then you may write to any of the following people depending on the location of your property:

- London North (located above River Thames) Property Management – Senior Property Manager (Joana Ferreira)
- London South (located below River Thames) Property Management – Senior Property Manager (Thomas Wade)
- London – Associate Director (Sam Tabor)
- Manchester, Birmingham and Liverpool - Associate Director (Nicola Smith OR Katie Hobson Maternity Cover)
- Berlin – Global Operations Director (Anna Langford)
- Other markets – Global Operations Director (Anna Langford)
- Client Services – Global Operations Director (Anna Langford)

Please see our website for details of the relevant office [www.complete-ltd.com](http://www.complete-ltd.com)

We ask that you put your complaint in writing, either by letter or email and that you cover the following points.

- Your name, address and a daytime telephone number on which you can be contacted.
- The name and office location of the individual within the company with whom you have been dealing.
- A clear description of your complaint, giving concise details of what you believe has gone wrong.
- Details of what you would like to be done to resolve your complaint.

### **Timescales**

All complaints to be acknowledged within 1 day from the first working day of receipt and responded to in full within 15 working days. If this is not possible then the reason for the extension will be given.

**What can I do if I am still not satisfied?**

You can ask for your complaint to be investigated further, and in this instance, it will be referred to the Managing Director who will acknowledge within 1 day from the first working day of receipt and respond in full within 15 working days.

If this still doesn't resolve your complaint, then if your property is in the UK then you can write to the Property Ombudsman. This is a free service.

The Property Ombudsman  
Milford House,  
43 - 55 Milford Street,  
Salisbury,  
Wiltshire  
SP1 2BP  
Tel No: 01722 333306  
Fax No: 01722 332296  
[www.tpos.co.uk](http://www.tpos.co.uk)