

# Abernant Property Management

## External Complaints Procedure

### Goals of the procedure

At Abernant Property Management, we value all complaints as they assist us to improve our services and customer service.

This procedure has been designed to assist all individuals and organisations who are affected by APM's activities. APM is committed to consistent, fair and confidential complaint handling and to resolving complaints as quickly as possible. We aim to make it easy for people to make a complaint if they are dissatisfied and we will treat all parties making a complaint equally.

By implementing this approach, we shall ensure that as far as is reasonably practicable, complaints will be dealt with to the satisfaction of all parties.

### Definition of a complaint

Complaints are defined as any expression of dissatisfaction or grievance made in writing or in person to a representative of APM by an external individual or organisation in relation to our business activities.

### Recording complaints

All verbal or written complaints will be recorded in the complaints log at the time the complaint is made, or as soon as possible afterwards.

When recording a complaint, staff will record the name and contact details of the person, as well as full details of the complaint including the date. Details of all communication with the complainant and any actions to resolve the complaint will be recorded in the same place.

Recorded complaints will be monitored by management, for the purpose of identifying any trends and to improve our products and services.

### Responding to complaints

We strive to resolve all complaints within an appropriate timeframe. Written complaints will be acknowledged promptly.

Individuals or organisations making a complaint will be given an approximate timeframe at the time they make their complaint and will be regularly informed of the progress of their complaint, especially if there are any delays or changes to what has been agreed.

## Escalation of complaints

If a complaint cannot be resolved by the usual complaint process, or the individual or organisation making the complaint is dissatisfied with the immediate response, the matter can be escalated to the external redress scheme, The Property Ombudsman.