



Complaints Procedure

Asset Property Management Limited Complaints Handling Policy

Our complaints policy

We are committed to providing a high-quality and professional property management service to all our clients. When something goes wrong, we need you to tell us about it. This will help us to improve our standards.

If you have a complaint, please contact Malcolm Davis with the details. Ideally this will be in writing to our address **Asset Property Management Ltd, 218 Malvern Road, Bournemouth, BH9 3BX** telephone 01202 532898 via e mail to enquiries@assetpropertymanagement.co.uk. We aim to deal and resolve any complaint within 15 working days from receipt of complaint to its satisfactory conclusion. If we have not resolved it within this timeframe we will seek a further review of the complaint by someone unconnected and issue a statement setting out the review findings and our final viewpoint. After this you may complain to an independent Ombudsman Service details of which are provided below.

What will happen next?

1. We will send you a letter acknowledging receipt of your complaint within three working days of receiving it, enclosing a copy of this procedure.
2. We will then investigate your complaint. This will normally involve passing your complaint to our client care director, Malcolm Davis, who will review the matter and speak to the member of staff who acted for you.
3. Malcolm Davis will aim to resolve the matter initially via telephone but if more complex will invite you to a meeting to discuss and hopefully resolve the matter within 15 working days. He will write to you to confirm what took place and any solutions agreed with you.
4. If you remain dissatisfied with the outcome we will undertake a prompt and detached review by staff not involved in the transaction.
5. Within ten working days we will issue a written statement setting out the review findings and expressing our final viewpoint.
6. At this stage our internal complaints process is concluded.
7. If you are still not satisfied, we will then supply you details of an independent Ombudsman to review the complaint the details which are:

**The Property Ombudsman
Milford House
43-55 Milford Street
Salisbury
Wiltshire
SP1 2BP**

Telephone **01722 333306** Fax **01722 332296**
www.tpos.co.uk