

Complaints Procedure



solitaire property management

Our Commitment to You

We aim to do our best to provide a good service, in a polite, efficient and fair way but sometimes things go wrong.

When this happens we would like you to let us know, then we can try to put matters right.

We take all complaints about our service very seriously and will endeavour to deal with your complaint promptly.

To ensure that we have all the facts necessary to investigate your complaint we have a step by step procedure for you to follow.

Following this procedure will enable us to expedite your complaint to a mutually satisfactory resolution.

We are happy to receive a complaint from someone who is representing you.

Notes:

- If you are a tenant renting accommodation you need to refer your complaint to your flat landlord in the first instance.
- This process may not cover all complaints and we reserve the right to change process and responsibilities depending on circumstances.

When to complain?

- If you are dissatisfied with any aspect of our service
- If we have failed to follow our own policies or procedures
- If we have failed to carry out a repair within a reasonable time frame
- If we have not returned your calls or replied to your correspondence
- If you believe we have discriminated against you
- If you have had a problem with one of our employees



The Complaints Procedure

The most effective way of resolving a problem is to give the employee involved the opportunity to discuss your dissatisfaction with you informally. Before you decide whether to make a formal complaint we therefore ask you to try to resolve the matter with the person concerned by contacting your Property Manager.

Stage 1

If your problem is about your Property Manager and you are unable to discuss the matter with him/her or if you are unhappy with the way the matter was dealt with you should put your complaint in writing and send to:

**Regional Property Manager
Solitaire Property Management
Marlborough House
Wigmore Place
Wigmore Lane
Luton, Beds
LU2 9EX**

Email: customerservices@solitairepm.co.uk

We will acknowledge receipt of your letter, email or fax within three working days. There will be a full investigation and you will receive a written reply within 21 working days.

All complaints are tracked to ensure that we adhere to this procedure.

Complaints are often complex and if you are not entirely happy with our response you should follow Stage 2 of the procedure.

Stage 2

If you feel you have not received a reasonable response to your complaint under Stage 1, you can write for the attention of the Managing Director (Operations) within 21 working days of the receipt of the response to Stage 1. The Managing Director (Operations) or a nominee in consultation with the Managing Director (Operations) will conduct a separate review of your complaint and respond to you in writing within 21 working days to inform you of the decision.

Your complaint and the way it has been handled will be considered. Please address your letter to:

**The Managing Director (Operations)
Solitaire Property Management
Marlborough House
Wigmore Place
Wigmore Lane
Luton, Beds
LU2 9EX**

Stage 3

If you are still dissatisfied you may find that mediation is appropriate. Mediation is where an impartial, independent mediator facilitates communication between us to look at ways of resolving difficulties. Mediation is voluntary and confidential and must be entered into willingly by all parties. It is quicker and more cost effective than other independent dispute resolution routes. The object is to resolve any issues



by way of a voluntary acceptance that any agreement reached shall be complied with by all sides.

Solitaire Property Management – supports the independent mediation scheme run by:

The Leasehold Advisory Service (LEASE)
31 Worship Street
London
EC2A 2DX



Tel: **0207 374 5380**
Fax: **020 7374 5373**
Email: **info@lease-advice.org**
www.lease-advice.org

Solitaire Property Management is a member of the Ombudsman Services: Property and can offer access to the Scheme if a dispute is not resolved within 8 weeks from activation of our complaints procedure. You can refer your complaint to them by writing to:

Ombudsman Services: Property
PO Box 1021
Warrington
WA4 9FE



Tel: **0330 440 1634** or **01925 530270**
Textphone: **0330 440 1600** or **01925 430886**
Email: **enquiries@os-property.org**
www.os-property.org

Further steps would be to take the matter to Court or Leasehold Valuation Tribunal (LVT).

Please note

It may be tempting to withhold payment of your service charges. We ask that you do not take this approach as it often makes a difficult situation worse. Non payment may also be subject to interest and late payment charges.

Non payment may also be subject to interest and late payment charges. We are happy to receive a complaint from someone who is representing you.

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What this procedure doesn't cover:

- Everyday matters such as reporting or chasing a repair
- Accounts queries
- Complaints by one resident about another
- Defects in your apartment – sometimes there will be problems in your apartment that can only be resolved by the developer e.g. shrinkage cracks, unless the defect is caused by a problem within the communal areas which we have responsibility for managing.

These should be directed to:

Customer Services
Solitaire Property Management
Marlborough House
Wigmore Place
Wigmore Lane
Luton, Beds
LU2 9EX

Email: customerservices@solitairepm.co.uk



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Marlborough House
Wigmore Place
Wigmore Lane
Luton, Beds
LU2 9EX

Customer Services: 08450 345 790* (lo-call)

F: 0845 5219460

DX 134780 Luton 12

E: customerservices@solitairepm.co.uk

www.solitairepm.co.uk

*The 08450 number allows customers calling from BT landlines to have their call charged at a 'lo-call' rate wherever they are in the country. Mobile and other providers' charges may vary.