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www.PrincipleEstate.co.uk



## Complaints Handling Procedure

At Principle Estate Management, we aim to provide a high standard of customer service. We recognize that occasionally matters arise which will lead to customer dissatisfaction and we are sorry if ever this is the case.

As would be expected of any service provider, and to comply with regulatory requirements of our professional bodies, we have created the following process to deal with formal complaints. This is a fast track complaints process as we wish to address any concerns promptly.

1. Formal complaints should be put in writing. We ask you to do this even if you have spoken to us so that we have full details of your concerns. Complaints should be sent by post or email to the above addresses.
2. We will acknowledge your complaint within 3 working days of receipt.
3. The Property Manager for your development will be asked to review the matter and respond to you within 10 days of receipt of your complaint.
4. If you are not satisfied with the response, please advise and we will arrange for a member of the Operations Board of Principle Estate Management to review the matter and respond to you within 10 days of receipt of your request for a review.
5. If you are still not satisfied after the last stage of the in-house complaint procedure, or more than 8 weeks has elapsed since the complaint was first made, then you can take the matter up with the below Ombudsman scheme to which Principle Estate Management belongs:

Property Redress Scheme  
Premiere House  
1st Floor  
Elstree Way  
Borehamwood  
WD6 1JH

T 0333 321 9418  
E info@theprs.co.uk  
W www.theprs.co.uk

Principle Estate Management  
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