

GROSVENOR PROPERTY MANAGEMENT

## Complaint Procedure

At Grosvenor, we always aim to provide a high-quality service for our customers. If you believe that we have fallen short of this, we hope to resolve your concerns quickly and professionally.

Telling us when and how things have gone wrong is important, not only because it allows us to work towards a swift and positive resolution, but also because your feedback helps us to improve our service for all our customers.

1. In the first instance we ask that you always raise any dissatisfaction to your Property Manager. This is very often the easiest and fastest way to reach a suitable resolution.
2. If you feel that an issue has not been resolved satisfactorily, please escalate the matter to your Management Surveyor. As line manager to the Property Manager, they will ensure the relevant procedure has been followed. They will respond within 3 weeks.
3. In the unfortunate circumstances where you still consider the issue unresolved, please make a formal complaint. We undertake to escalate the issue to staff not involved in the matter to work towards an appropriate resolution. Formal complaints must be made in writing;
  - [complaints@grosvenor.com](mailto:complaints@grosvenor.com) or
  - Complaints, Grosvenor Property Management, 70 Grosvenor Street, London, W1K 3JP.

Mark the matter 'Formal Complaint' and enclose correspondence relevant to the issue, including details of steps 1 and 2 of this complaint procedure. We undertake to investigate fully, consult appropriately and keep you regularly informed of progress towards resolution:

- We will acknowledge receipt of the initial complaint and any follow-on correspondence from you on the matter within two working days of receipt.
  - The formal complaint procedure will take no longer than 8 weeks to reach a final decision.
  - This will be the final Grosvenor decision on the issue.
4. Should you remain dissatisfied, there are two options available to you:
    - Take the matter to a Government approved ombudsmen service.
    - Take the matter to the First-Tier Tribunal (Property Chambers).

Further details on both options can be found overleaf.

## The Property Ombudsman

Grosvenor Property Management is a member of The Property Ombudsmen (membership: T04989). You can request an independent review from The Property Ombudsman without charge. They can be contacted:

- Email: [admin@tpos.co.uk](mailto:admin@tpos.co.uk)
- Telephone: 01722 333 306
- Post: *The Property Ombudsman, Milford House, 43-55 Milford Street, Salisbury, Wiltshire, SP1 2BP*
- Online portal: <https://selfserve.tpos.co.uk/>

The Property Ombudsman requires that all complaints are fully processed through Grosvenor's approved complaints procedure, before being submitted for an independent review.

You must include all evidence to support your case. The Property Ombudsman may not accept a complaint which is more appropriate for the First Tier Tribunal or requires a legal interpretation by a court. Further details on the jurisdiction of the First Tier Tribunal are given below.

You will need to submit your complaint to The Property Ombudsman within 12 months of receiving our final decision as per step 3 of this complaints procedure.

## First Tier Tribunal (Property Chambers)

There is a significant amount of legislation that governs the work that is carried out by Grosvenor Property Management. We hold ourselves to the highest standards in this regard, but accept that, on rare occasion, mistakes can happen. The First Tier Tribunal is empowered by the Government to resolve legal matters pertaining to property management, such as:

- Decide issues related to the ability to pay and reasonableness of service charges.
- Decide applications on dispensation of service charge consultation requirements.
- Decide issues related to the ability to pay and reasonableness of administration charges.
- Decide disputes about the right to manage.
- Appoint a manager by order if fault of the landlord is proven.
- Determine applications for variation of leases.
- Determine estate charges if an estate management scheme is in place.
- Vary estate management schemes.

For more details on the First Tier Tribunal, guidance on how to seek judgement and the costs of doing so can be found at:

<https://www.gov.uk/housing-tribunals>