

BLOCK MANAGEMENT DIVISION

INTERNAL COMPLAINT PROCEDURE

As a member of the Association of Residential Managing Agents (ARMA), we aim to provide the highest standard of service to all leaseholders, freeholders and residents, in line with their Code of Practice and the RICS Service Charge Residential Management Code. One of the requirements of our membership of ARMA is that we have a process for assessing complaints about our service, appropriate to our firm's size and structure.

All branch staff will deal with the normal day to day problems on a one to one basis but once a formal complaint as such has been raised, i.e. "I am not satisfied with the standard of your work/conduct/behaviour and I wish to make a formal complaint", then at that stage you will be requested to put your complaint in writing, setting out your concerns by reference to any related documents (terms of business, your lease, the management agreement) and send it to Sarah Lambert AIRPM, at the address shown above.

The grievance letter will be acknowledged promptly, investigated in accordance with established "in-house" procedures and a reply sent to you within ten working days of receipt of the original letter. You will be invited to make any comments that you may have in relation to this response.

Subsequently, if you remain dissatisfied with the way we have handled your complaint, please write to Ian Baggett, Managing Director, at the address shown above.

Finally, having exhausted our in-house procedures, if you are still not satisfied with our response, you may refer your complaint to ARMA.

ARMA will not consider a complaint against a member organisation unless the complainant has first tried to resolve the matter using the complaints procedure relevant to the organisation concerned. This is the first stage of their complaints process. Additionally, if the management of the property is the responsibility of the freeholder or Residents Management Company (RMC), complainants must take the issue up with the directors of that company and be able to demonstrate that the directors support the complaint.

Further details on the second and third stages of the ARMA complaints procedure can be found on their website www.arma.org.uk or by writing to them at:

The Association of Residential Managing Agents
178 Battersea Park Road
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The Adderstone Group is a group of businesses under common ownership linked together for practical and marketing purposes. The main trading business is Adderstone Group Ltd, which comprises the following Divisions:

Development Division
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Property Management Division
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