

PROPERTY MANAGEMENT DIVISION

INTERNAL COMPLAINT PROCEDURE – RESIDENTIAL LETTINGS & MANAGEMENT

As a member of the Association of Residential Letting Agents (ARLA), we aim to provide the highest standard of service to all landlords and tenants, in line with their Code of Practice. One of the requirements of our membership of ARLA 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 etc 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, tenancy agreement, inventory etc, and send it to Sean Damer, 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:

The Association of Residential Letting Agents
Maple House
53-55 Woodside Road
Amersham
Bucks HP6 6AA

ARLA will arrange for your complaint to be assessed by an external Independent Case Examiner in line with the criteria and procedures set out in ARLA's published complaints procedure/leaflet.

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
E: development@adderstonegroup.com

Construction Division
E: construction@adderstonegroup.com

Property Management Division
E: propertymanagement@adderstonegroup.com

Block Management
E: blockmanagement@adderstonegroup.com

Trading Division
E: trading@adderstonegroup.com

General Enquiries
E: office@adderstonegroup.com