



## PROPERTY & ESTATE MANAGEMENT

Hyphen Property Management Limited, 23a Fore Street, Hertford SG14 1DJ

### Complaints Handling Procedure

Hyphen Property Management Limited prides itself on the professionalism of its management service. From time to time, however, problems arise which may lead to complaints and we have adopted the following complaints handling procedure:

- If you wish to make a complaint or have a query regarding a potential complaint, then please do not hesitate to contact the Property Manager for your building in the first instance. An acknowledgement of the complaint will be sent within 3 working days.
- At this stage we will provide you with our understanding of your case and will write inviting you for any further comments that you may wish to make or seek clarification of any relevant matters.
- If the matter cannot be resolved, we would ask you to put your complaint in writing to our Managing Director, Zach Crossley-Hay, to ensure it can be investigated fully. We will confirm receipt of your written complaint within seven days.
- Within 21 days of receipt of your written complaint, we will write to you to inform you of the outcome of our internal investigation into your complaint and let you know our initial findings. If we cannot resolve the matter we will advise what further steps may be taken.
- If you are still not satisfied after the last stage of the in-house complaint procedure (or more than 8 weeks have elapsed since the complaint was first made) you can request an independent review from The Property Ombudsman without charge.

The Property Ombudsman Ltd  
Milford House 43-55 Milford Street Salisbury Wiltshire SP1 2BP  
Tel: 01722 333306 Email: [admin@tpos.co.uk](mailto:admin@tpos.co.uk) Website: [www.tpos.co.uk](http://www.tpos.co.uk)

ALL COMPLAINTS MADE TO HYPHEN PROPERTY MANAGEMENT ARE LOGGED, MONITORED AND REGULARLY CHECKED UPON THROUGHOUT THE COMPLAINTS HANDLING PROCESS.

