



CASTLEFORD
MANAGEMENT

Castleford Management
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E: enquiries@castlefordmanage.co.uk

W: www.castlefordmanage.co.uk

Castleford Management

Complaints Handling Procedure

This document sets out our complaints procedure should you feel that you have a grievance against us. We treat all complaints seriously & endeavour to ensure that you receive the best and correct service from us at all times.

Before resorting to the this Complaints Procedure you should have –

1. Contacted us either in person/telephone or in writing, please allow a reasonable time for a response.
2. If you fail to get a response or you are unhappy with the response you received then we have a 'Formal Complaints Procedure', this will instigated if you have previously advised us of a problem that we have failed to deal with.

Formal Complaints

1. 'Formal Complaints' will only be accepted by letter (we do not accept 'formal complaints' by telephone, email or fax)
2. Your Formal Complaint should be addressed to Mr Anthony Ford here at our offices.
3. Your letter should clearly be marked '**FORMAL COMPLAINT**' at the top of the letter.
4. You should include full details of the property in question
5. Your full name (please note we cannot accept complaints from 'tenants' of properties, if you are a tenant then you should approach the person you rent from)
6. Full contact details for you
7. Full details of the complaint, including when you have previously complained and by what method, if you have copies of your original contacts & any response then you should attach these.
8. On receipt of a letter of a 'Formal Complaint' we will acknowledge your letter within 7 working days of receipt in this office.
9. In our 'Acknowledgment Letter' we will also outline a timescale to come back to you with a 'Formal Response' to your complaint, this may, if possible, include our findings and a Formal Response.
10. If further investigations are required then we will respond to you within a reasonable timescale (per our Acknowledgment Letter)
11. If we are unable to resolve your complaint within 4 weeks we will write to you again advising you that we are still investigating and setting out a further expected response time.

12. On completion of our investigations we will write to you with the results of our investigation and a 'Formal Response' to your complaint, which under normal circumstances will be within 8 weeks from the date of your Formal Complaint.
13. If the 'complainant' is 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) then he/she has the right to take the matter up with the 'Surveyors Ombudsman Service' (SOS) without charge at the address below.
14. **Please note 'SOS' are unable to accept a complaint until you have gone through our own In-House Complaints Procedure (unless by prior agreement)**

www.surveyors-ombudsman.org.uk

Surveyors Ombudsman Service
PO Box 1021
Warrington
WA4 9FE

Telephone : 0845 050 8181

Fax : 0845 051 1513

Textphone : 0845 051 1513

Email: enquiries@surveyors-ombudsman.org.uk



15. You may at any time also refer to the independent body LEASE for advice about your grievance, they can be contacted at –

<http://www.lease-advice.org/>

31 Worship Street, London, EC2A 2DX

Telephone: 020 7374 5380 Email: info@lease-advice.org



16. Castleford Management is a member of

<http://www.ARMA.org.uk>

ARMA, 178 Battersea Park Road, London, SW11 4ND

Telephone : 020 7978 2607 Email: info@arma.org.uk

