

Kent Gateway Block Management Limited

Advice Note Making a complaint about the management of your block

Our commitment to customers

We aim to ensure that:

- Making a complaint is as easy as possible
- We treat your complaint seriously
- We deal with your complaint promptly and in confidence
- We learn from complaints and use them to review and improve our service

What is a complaint?

A complaint is when you tell us you are not happy about the service we provide.

- It can be about anything and could include:
 - When we do not deliver a service on time
 - When we give you the wrong information
 - When you receive a poor quality service
 - When you have a problem with a member of staff

How to make a complaint

Where appropriate we would ask that you contact us initially by telephone to discuss your concerns.

Telephone 01634 814867

If you are not satisfied with the response, or simply prefer to do so, we ask that your complaint be submitted in writing:

By email: nigel@kgbm.co.uk (Director and Shareholder)

By letter: **Fort Pitt House
New Road
Rochester
Kent ME1 1DX**

Alternatively you may wish to visit us at our offices. If this is the case, please telephone to make an appointment. If you arrive without an appointment we may not be available to meet with you.

What will happen with your complaint?

We will acknowledge receipt of your complaint within 3 working days.

Your complaint will be dealt with at director level and fully and thoroughly investigated.

A written response will be issued within 15 working days.

At each stage of the complaint a written response will be given including our decision, reasons for decision and what the next stage is if you are dissatisfied.

If we act as Managing Agent and you would like us to contact the landlord please include this in your written complaint.

If there is a delay in responding we will keep you informed of our progress.

Next Steps

If you would like to obtain independent advice please refer to your lease or citizens advice.

If the complaint is still not satisfied after the last stage of the in-house complaint procedure (or more than 8 weeks has elapsed since the complaint was first made) then you can take the matter up with the Property Ombudsman without charge.

The Service can be contacted as follows:

By letter: Property Ombudsman Services
Milford House
43 – 55 Milford Street
Salisbury
Wiltshire
SP1 2BP

Telephone: 01722 333306

Email: admin@tpos.co.uk

Website: <https://www.tpos.co.uk/>



Details on how to complain to the Property Ombudsman Service can be found at <http://www.tpos.co.uk/>

It could be that when the Property Ombudsman receive your complaints form they may decide that your case is outside of their remit. Should this happen, they will assist you in establishing what other options are open to you to progress the matter. If the Ombudsman does decide that they cannot deal with the dispute, they will tell you in writing with their reasons.

The Complaint must be about:

- An infringement of your legal rights
- Failure to follow the rules and obligations set for agents
- Under the TPO Code of Practice or any internal rules, procedures or statements of practice of the member
- Unfair treatment
- Maladministration

Complaints about Service Charges

If your complaint is of a more specific nature relating to service charges you should follow the procedure detailed above and contact us in the first instance.

The Ombudsman Service will not be able to deal with technical matters relating to such disputes and if you are not satisfied with our response you may need to seek specific advice or legal opinion and/or address your concerns to a Leasehold Valuation Tribunal.
