

19 Cranes Way, Borehamwood, WD6 2ET

Tel: 07432716408

E-mail: enquiries@templateestates.com

TEMPLATE ESTATES LIMITED STANDARD PROCEDURES FOR COMPLAINTS HANDLING

If you have a complaint, then this note sets out the procedure which we will follow:

The Director who has been appointed to deal with complaints is:-

Akintyoye Akinosi, FRICS

Template Estates Limited

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1. When your complaint is initially made, it should provide a brief written summary and be sent to the Director.
2. Once he has received your written summary, he will acknowledge it in writing within 3 working days and inform you who will carry out the initial investigation.
3. Within a further 15 working days of receipt of your written summary, the person dealing with your complaint will write to you to inform you of the outcome of the investigation.
4. If you remain dissatisfied with any aspect of our investigation, you should set this out briefly in writing and forward to the Director. He will ask another member of Staff to review the investigation and provide you with our final written statement.
5. If the complaint has still not been resolved to your satisfaction, or more than 8 weeks have elapsed since the written summary complaint was first made, we agree that you may refer your complaint to The Property Ombudsman (TPO) for an independent review without charge. This is free to consumers and you can consider any consumer complaints including Residential Leasehold Management complaints. Please refer to our Management Agreement as to our costs if the Ombudsman substantially dismisses your complaint, any referral must be made within 12 months of our final written statement. The contact details for TPO are:-

The Property Ombudsman

Tel: 01722 333306

Milford House

E-mail: admin@tpos.co.uk

43-45 Milford Street

Web: www.tpos.co.uk

Salisbury

Wiltshire SP1 2BP