

Owen Isherwood Property Management

Complaints Handling Procedure

Tel: 01483 300176

info@owenisherwood.com

www.owenisherwood.com

Introduction

At Owen Isherwood Property Management we are committed to providing a high standard of service to all our clients. We recognise that sometimes things can go wrong, and when they do, we want to address the issue as quickly and effectively as possible. This document outlines our procedure for handling complaints.

How to Make a Complaint

If you have a complaint, please contact us in writing, providing as much detail as possible about the issue. You can submit your complaint via:

- **Email:** Info@owenisherwood.com
- **Post:** 1 Wey Court, Mary Road, Guildford, GU1 4QU
- **Telephone:** 01483 300176

Please include your full name, contact details, and any relevant reference numbers or documentation.

Acknowledgment of Your Complaint

We will acknowledge receipt of your complaint within 7 days of receiving it. This acknowledgment will include:

- Confirmation that we have received your complaint.
- The name and contact details of the person handling your complaint.
- An outline of our complaints process.

Investigation Process

We will investigate your complaint thoroughly. This process may include:

- Reviewing the details of your complaint and any supporting evidence.
- Speaking with relevant members of our team.
- Consulting with any third parties involved, if applicable.

We aim to complete our investigation within 21 days from the date of our acknowledgment. If we need more time, we will inform you and provide an estimated completion date.

Outcome of the Investigation

Once our investigation is complete, we will provide you with a written response. This response will include:

- A summary of the investigation process.
- The outcome of our investigation.
- Any remedial actions we propose, such as compensation or corrective measures.

Owen Isherwood Property Management Limited, Registered in England and Wales no 15270716

Registered Office: 1 Wey Court, Mary Road, Guildford, Surrey, GU1 4QU

Chartered Surveyors and Commercial Property Management

- Information on how to escalate the complaint if you are not satisfied with our response.

Escalation Process

If you are not satisfied with our response, you have the option to escalate your complaint. You can do this by:

For consumer clients:

The Property Ombudsman
Milford House
43-55 Milford Street
Salsbury
SP1 3BP
www.tpos.co.uk

For commercial clients:

RICS Dispute Resolution Service
55 Colmore Row
Birmingham
B3 2AA
www.rics.org/drs

Confidentiality and Data Protection

We handle all complaints confidentially and in accordance with data protection laws. We will only share information related to your complaint with those who need to know to resolve the issue.

Continuous Improvement

We value your feedback and use it to improve our services. All complaints are reviewed regularly to identify trends and areas for improvement.

Kind Regards,

Owen Isherwood Property Management