

COMPLAINTS PROCEDURE

We aim to provide the highest standard of service to all our tenants here at Manchester Apartments and Beech Properties.

In order to ensure that your interests are safeguarded, we have put in place a set process by which any raised complaints are handled; this allows us to handle any issues or concerns effectively and wherever possible, as soon as they are raised.

Making a complaint

Stage One – Contact the Property Manager/Member of Staff that you have been dealing with

All complaints should, in the first instance, be directed by telephone, in person or by email to the property manager or member of staff that you have been dealing with. They will endeavour to resolve your complaint as soon as possible, otherwise no later than five working days from when they received notification of the issue.

Stage Two – Complaints Manager

If you are not satisfied with the resolution offered by the Property Manager from Stage One, you can then request your issue to be escalated to the Head Of Lettings:

Dannielle Britt (dmb@mapartments.co.uk)
Manchester Apartments
60 Oxford Street
Manchester
M1 5EE

Dannielle will then acknowledge your escalation within three working days, conduct a thorough review of your case including speaking with the various departments involved to establish all the facts, and then come back to you with a response, in writing, within 15 working days to inform you of the outcome and ask if the suggested resolution is to your satisfaction. If any further time to is required to resolve your concerns you will receive confirmation in writing and will be offered a final viewpoint once communications have reached a conclusion. We treat all complaints received in a fair and unbiased way and they are kept confidential at all times. If we do not hear from you within 8 weeks of receiving our final response, we will assume that the matter has been resolved and we will close the complaint file.

Stage Three – Property Redress Scheme (For Manchester Apartments)

Manchester Apartments are members of the Property Redress Scheme. If you remain unhappy with the response received from us and have exhausted our complaints procedure, you can contact the Property Redress Scheme to ask them to investigate your complaint. In order to take your complaint to The Property Redress Scheme you must first have carried out the following:

- Sent a Formal Complaint to Manchester Apartments
- Waited a minimum of 8 weeks for us to investigate and resolve
- Contacted the Scheme within 12 months of the incident

The Property Redress Scheme is a government approved Redress Scheme who resolves complaints between Members and their consumers. The complainant must have exhausted the Member's internal complaints procedure and remain dissatisfied with the Member's response. The Property Redress Scheme is free to use for the complainant and further information and guidance on how to resolve complaints is available via their website.

In order to make a complaint, please contact the Property Redress Scheme directly or alternatively, visit their website and fill out a Complaints Form. The Property Redress Scheme contact details are as follows:

Website: www.theprs.co.uk

Email: info@theprs.co.uk

By post at: The Property Redress Scheme Ground Floor, Kingmaker House Station Road, New Barnet Hertfordshire, EN5 1NZ