

# Complaints Procedure Guide

# Making a complaint

At Manchester Apartments we aim to provide the highest standard of service to all our residents.

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 efficiently and effectively, wherever possible, as soon as they are raised.

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# 1. Contact your Property Manager or the member of staff 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. Our team will endeavour to resolve your complaint as soon as possible, otherwise no later than five working days from when they received notification of this issue.





## 2. Contact our complaints manager.

If you are not satisfied with the resolution offered by the Property Manager, or member of staff you have been in contact with from stage one, you can then request your issue is escalated to our Head of Lettings and Property Management, Chris Johnston.

### Chris Johnston

[cj@mapartments.co.uk](mailto:cj@mapartments.co.uk)  
Manchester Apartments

60 Oxford Street  
Manchester  
M1 5EE

Chris will then acknowledge your escalation within three working days, conducting a thorough review of your case including speaking with the various departments involved with the issue to establish all the information, before coming back to you with a response, in writing, within fifteen working days to inform you of the outcome, and ask if the suggested resolution is to your satisfaction. If any further time 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 always kept confidential. If we do not hear from you within eight weeks of receiving our final response, we will assume that the matter has been resolved and we will close the complaint file.



### 3. Contact the Property Redress Scheme for Manchester Apartments.

Manchester Apartments are proud members of the Property Redress Scheme, so if you remain unhappy with the response received from us with regards to your complaint, and have exhausted our complaints procedure, you can contact the Property Redress Scheme to ask them to investigate your complaint.

To take your complaint to the Property Redress Scheme, you must have first carried out the following:

- Sent a formal complaint to Manchester Apartments
- Waited a minimum of eight weeks for us to investigate and resolve your issue
- Contacted the Property Redress Scheme within twelve months of the incident

The Property Redress Scheme is a government approved Redress Scheme, that 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 to complain to the Redress Scheme. 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.

To make a complaint, please contact the Property Redress Scheme directly or alternatively, visit their website and fill out a Complaints Form.

You can contact the Property Redress Scheme on:

🌐 [www.theprs.co.uk](http://www.theprs.co.uk)

✉ [info@theprs.co.uk](mailto:info@theprs.co.uk)

✉ The Property Redress Scheme,  
Ground Floor,  
Kingmaker House,  
Station Road,  
New Barnet,  
Hertfordshire







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Thank you for renting with us at Manchester Apartments


If our comprehensive complaints procedure guide hasn't answered all of your questions, please give us a call, message us on WhatsApp, or drop us an email and we would be happy to help.


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