



EXTERNAL **Complaints Procedure**

Crabtree PM Limited take all complaints very seriously and hope to resolve all complaints to a mutually agreeable conclusion within a reasonable period.

General Complaints

Complaints will be dealt with as follows:-

1. The member of staff that takes the complaint will try to resolve on an informal basis.
2. If the member of staff cannot answer the complaint, then you will be referred to put your complaint in writing to the Department Manager.
3. The Department Manager will try to deal with your complaint to a satisfactory standard, if you are still not satisfied with the outcome, then you will be invited to escalate the complaint to the Department Director.
4. The Department Director will try to deal with your complaint to a satisfactory standard, if you are still not satisfied with the outcome, then you will invited to escalate the complaint to the Managing Director.
5. If you still feel that your complaint has not been resolved subsequent to it being referred to the Managing Director, then you can write to the Ombudsman Services (Property).

Complaints about CPML Staff

1. Anyone wishing to make a complaint about a member of our staff will be asked to put the complaint in writing to the member of staff's Line Manager.
2. The Line Manager will endeavour to deal with the complaint as they see fit. If you are still not satisfied with the outcome then you will be invited to escalate your complaint to the Department Director.

3. The Department Director will try to deal with your complaint but, if you are still not satisfied with the outcome, then you will be invited to put your complaint in writing to the Managing Director.
4. If you still feel that your complaint has not been resolved subsequent to it being referred to the Managing Director, then you can write to the Ombudsman Services (Property).

Client Complaints

1. If you are a client or a representative of a client board, then you will be asked to put your complaint in writing to the Department Manager who will endeavour to resolve.
2. If you are still not satisfied with the outcome then the Department Director will write to you.
3. If, after this stage you are still not satisfied with the outcome, then you can refer your complaint to Rob Robertson (Managing Director).
4. If you still feel that your complaint has not been resolved subsequent to it being referred to the Managing Director, then you can write to the Ombudsman Services (Property).

Crabtree PM Limited aim to respond to all written complaints within 7 working days.

If all complaint processes have been exhausted, then the complainant can write to the Ombudsman Services (Property) by contacting them on the following:-

**Ombudsman Services (Property)
PO Box 1021
Warrington
WA4 9FE**

Please note that Ombudsman Services (Property) will only deal with complaints after Crabtree PM Limited have been given a fair chance to resolve them within 8 weeks of receiving the initial complaint.