

CLIENT COMPLAINTS PROCEDURE

Our Complaints Policy

We are committed to providing a high-quality service to all clients and/or the tenants of our client's properties. If you think something has gone wrong, please tell us about it. This will help us to improve our standards, where appropriate.

We find it helps to put complaints in writing to make the issue(s) clearer for everyone. Please include as much detail as possible. You may prefer to make a complaint by telephone or in person which will be logged by an email follow up from us.

Our Complaints Procedure

If you have a complaint, that you have not been able to resolve with your main point of contact at Draker, you may raise your complaint directly to your contact's line manager. If you need help with contact details, please call our office on 0207 042 9100.

If your complaint cannot be dealt with there and then, we will contact you by email within 3 working days to acknowledge your complaint and share a copy of this Complaints Procedure.

We will let you know who will be dealing with your complaint and highlight the timescale we will work towards. We may ask you to clarify your complaint, explain it in more detail or suggest a meeting with you. We will then start our investigation and review of the information available.

We will aim to complete our investigation and formally respond to your complaint within 15 working days from the date of when we wrote to you to acknowledge your complaint. This may include suggestions for resolving the matter. If we need longer to complete our investigation and respond to your complaint, we will contact you to explain the position and give a revised timeframe.

Our investigation will usually involve:

- Reviewing your complaint;
- Reviewing your file(s) and other relevant documentation; and
- Speaking with the person(s) who dealt with your matter

If you are not satisfied with our substantive response, you may pursue your complaint further. We will arrange for a separate review to take place by a senior member of the team who will write to you within 15 working days of receiving your request for additional review, outlining our final viewpoint on the matter.

If you are still not satisfied with our final viewpoint, or more than 8 weeks has elapsed since the complaint was first made, you can request an independent review from The Property Ombudsman without charge. This must be within 12 months from the date of our final viewpoint letter.

THE PROPERTY OMBUDSMAN: Draker is a member of The Property Ombudsman (TPO) and therefore endeavours to comply with TPO's Code of Practice. We can provide a copy of this Code on request, or they can be found on the organisation's website. TPO requires that all complaints are addressed through our complaints procedure before submitting an independent review to them. You have the right to complain to the TPO within twelve months of receiving our final written viewpoint. For further information on TPO please contact them directly at: The Property Ombudsman Milford House, 43-55 Milford Street, Salisbury, Wiltshire, SP1 2BP.

Tel: 01722 333 306. Email: admin@tpos.co.uk. Website: www.tpos.co.uk