



HML HAWKSWORTH

Property & Estate Management

Customer Service Quality Policy

Your Guide to our Complaints Procedure

Our Complaints Procedure:

Whilst our staff undertake their duties in a conscientious, polite and efficient manner, we recognise that occasionally errors may occur or a dispute may arise.

In all cases, we would hope that any dispute can be resolved informally without needing escalation. However, in the rare event that an informal solution cannot be found, it will be necessary to investigate the matter on a more formal basis.

In this event, we ask that we are notified as soon as possible after the incident (within 10 working days if possible) so that the matter can be investigated. We are then able to learn from these experiences and continuously improve our service to you. Any complaint is taken seriously and every effort will be made to deal with it promptly and transparently.

We have provided below the outline to our process which will help us to deal promptly with your comments.

- Definition of 'complaint'** - for the purpose of this process a complaint shall be about the level of service provided by HML Hawksworth or the actions of an employee, retained consultant or service provider. The scope of the managing agent's duties is laid out in the RICS Service Charge Residential Management Code which forms the basis of any management agreement. Copies of the Code can be obtained from www.RICS.org/uk.
- Making a complaint** - please complete the Complaint Form (attached) and send it by post to the Team Leader, HML Hawksworth Ltd, 6th Floor, Gillingham House, 38-44 Gillingham Street, London, SW1V 1HU or by email to escalate@hmlhawksworth.com. You may also address your complaint directly to the member of staff with whom you normally communicate. Details which must be provided are the date of the incident, the location of the incident, the name of the HML Hawksworth employee involved or service provider and a detailed account of the incident.
- Acknowledgement** - we will acknowledge your communication within **5 working days** of receipt.
- Investigating your complaint** - your complaint will be passed to the Customer Services Manager who will thoroughly investigate the matter. We would expect this part of the process to take a maximum of **20 working days**.
- Communicating the outcome** – you will receive a full written response setting out the findings of our investigation and a solution within a further **5 working days**.
- Appealing the decision** - if you remain dissatisfied with our decision, you should provide the reasons for this in writing to the Managing Director at HML Hawksworth Ltd., 6th Floor, Gillingham House, 38-44 Gillingham Street, London, SW1V 1HU, or by email to escalate@hmlhawksworth.com. A full review of the process will be conducted by the Managing Director and a written decision will be provided giving a full account of the reasons and any amendment to the original decision, if considered necessary. If a deadlock situation is reached, you will be advised accordingly. This outcome will be provided within **15 working days of your appeal**.
- Further representation** - if you remain dissatisfied with the outcome of this process after the appeal stage, or if more than 8 weeks have elapsed since the complaint was first made, you may refer the matter – without charge – to:
Ombudsman Services: Property (OSP), PO Box 1021, Warrington, WA4 9FE.
Tel: 0330 440 1634
Fax: 0330 440 1635
Email: enquiries@os-property.org
Website: www.ombudsman-services.org/property.html

So that we may process your complaints form, please confirm your contact details (including your name, telephone number and email address) and the reason for your complaint. We will hold this information on our secure database in accordance with the Data Protection Act 1998 for as long as it is needed. Once the information and the complaints form is on our system, the paper copy of the form will be disposed of appropriately. This data will be available to staff members and only be disclosed to third parties under strict conditions, including but not limited to: times of emergency, conducting legal proceedings, providing data to a debt collection company and, when appropriate, to our client. For further information, our full Data Protection policy can be found on our website.

Complaint Form:

Your Full Name			
Your Correspondence Address			
Address of Managed Property			
Day Time Telephone No		Mobile No	
Email Address			
<i>If you have someone acting on your behalf (family, relative, solicitor etc.) please supply details</i>			
Name of Representative			
State Relationship to you			
Representative Correspondence Address			
Day Time Telephone No		Mobile No	
Email Address			
<i>Please advise the details relating to the complaint/incident</i>			
Date of Incident		Time of Incident	
Location of Incident			
<i>Please provide details of your complaint stating names of known persons and attach copies of relevant letters or other correspondence</i>			
Details:			
Signed:			Date:

Completed forms should be posted to Customer Services Manager, HML Hawksworth Ltd., 6th Floor, Gillingham House, 38-44 Gillingham Street, London, SW1V 1HU