



HML

Customer Service Quality Policy

Your Guide to our Complaints Procedure



All information passed to us relating to a complaint will be held in the strictest confidence in accordance with our Confidentiality Policy and in compliance with the EU General Data Protection Regulation.

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 could 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.

1. **Definition of 'complaint'** - for the purposes of this process a complaint shall be about the level of service provided by HML 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 Code of Conduct which forms the basis of any management agreement. Copies of the Code can be obtained from www.RICS.org/uk
2. **Making a complaint** - by letter to the Customer Services Manager, HML, 94 Park Lane, Croydon, CR0 1JB or by email to customerservices@hmlgroup.com Details that should be provided are the date of the incident, the location of incident, the name of the HML employee involved or service provider, and a detailed account of the incident.
3. **Acknowledgement** - we will acknowledge your communication within **3 working days** of receipt.
4. **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 **12 working days**.
5. **Communicating the outcome** - you will receive a full written response setting out the findings of our investigation and a solution within a further **3 working days**.
6. **Appealing the decision** - if you remain dissatisfied with our decision, you should provide the reasons for this in writing to the Customer Services Manager at HML, 94 Park Lane, Croydon, CR0 1JB or by email to customerservices@hmlgroup.com A full review of the process will be conducted by a Director and a written decision following this review will be provided. This outcome will be provided within **21 working days**.
7. **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:

The Property Ombudsman(TPOS), Milford House, 43-55 Milford Street, Salisbury, Wiltshire, SP1 2BP.
Tel: 01722 333 306 Fax: 01722 332 296

Email: admin@tpos.co.uk

Website: www.tpos.co.uk

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 EU General Data Protection Regulation (GDPR) 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			
Address of Representative			
State Relationship to you			
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 the Customer Services Manager, HML, 94 Park Lane, Croydon, CRO 7JB