



TOUCHSTONE CORPORATE PROPERTY SERVICES LIMITED PROCEDURE FOR COMPLAINTS HANDLING

1. We aim to offer our clients an efficient and effective service. We welcome suggestions on how this can be improved.
2. Should there be any aspect of our service with which you are unhappy this will be addressed in accordance with our Procedure for Complaints Handling. This note sets out the procedure we will follow in dealing with a complaint.
3. In all cases you should initially raise your concerns in writing with the member of staff dealing with your tenancy, property or portfolio.
4. If you feel that contact with the member of staff dealing with your portfolio, property or tenancy has not resolved your complaint or adequately dealt with your issues appropriate directors have been appointed to deal with all complaints and you should not hesitate to contact them. Details of who to contact are set out below:

Residential & commercial property management – Bath office:

Jon Clark
Direct Tel: 01225 838 425
jon.clark@touchstonecps.com
Director
Touchstone
2 Crescent Office Park
Clarks Way
Bath
BA2 2AF

Residential & commercial property management – Milton Keynes office:

Liz Letts
Direct Tel: 01908 633918
liz.letts@touchstonecps.com
Director
Touchstone
Castle House
Dawson Road
Milton Keynes
MK1 1QT

LPA receivership, repossessions and sales:

Matthew Hunt
Direct Tel: 01225 838 328
matthew.hunt@touchstonecps.com
Director
Touchstone
2 Crescent Office Park
Clarks Way
Bath
BA2 2AF

Residential Lettings:

Samantha Knight
direct Tel: 01908 633937
samantha.knight@touchstoneresidential.co.uk
Castle House
Dawson Road
Milton Keynes
MK1 1QT

5. Where your complaint is initially made orally, you will be requested to send a written summary of your complaint to the person dealing with it.
6. Once we have received your written summary of the complaint, we will contact you in writing within 7 working days to inform you of our understanding of the circumstances leading to your complaint. You will be invited to make any comments that you may have in relation to this.
7. Within 21 working days of receipt of your written summary, the person dealing with your complaint will write to you, in order to inform you of the outcome of the investigation into your complaint and to let you know what actions have been or will be taken.
8. If you remain dissatisfied with any aspect of our handling of your complaint, you should contact in writing:

John Midgley
Direct Tel: 01225 838 423
john.midgley@touchstonecps.com
Managing Director
Touchstone
2 Crescent Office Park
Clarks Way
Bath
BA2 2AF

who will personally conduct a separate review of your complaint and contact you within 14 working days to inform you of the conclusion of this review.

9. If you remain dissatisfied with any aspect of our handling of your complaint, then we will attempt to resolve this promptly through negotiations and otherwise agree to enter into mediation with you in accordance with the Centre for Effective Dispute Resolution (CEDR) Model Mediation Procedure or the mediation process operated by the Royal Institute of Chartered Surveyors.
10. If the complaint has still not been resolved to your satisfaction we agree to the referral of your complaint to:

For tenants and occupiers:

Surveyors Ombudsman Service (SOS)

PO Box 1021

Warrington WA4 9FE

www.surveyors-ombudsman.org.uk - from whom details of the Scheme may be obtained.

For business clients:

Surveyors Arbitration Scheme

IDRS Limited

24 Angel Gate

City Road

London EC1V 2PT

www.idrs.ltd.uk - from whom details of the Scheme may be obtained

or to the body defined in your service agreement with us.

TOUCHSTONE

2 Crescent Office Park, Clarks Way, Bath BA2 2AF

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W www.touchstonecps.com