

Customer Complaints Handling Procedure

Squarefoot Investments (UK) Limited are members of The Property Ombudsman and Safe agent. We aim to provide the highest standards of service to all our Landlords, Tenants and customers.

Squarefoot Investments (UK) Limited aims to ensure that your interests are safeguarded, which is why we have put into place a complaints procedure which we will follow in dealing with your complaints.

We aim to handle your complaints efficiently and as quickly as possible and aim to achieve the best possible solution.

When something goes wrong, we need you to tell us about it. This will help us to improve our standards. We would hope that you would be able to visit or call the office and discuss the complaint with us but if you feel unable to do so then please put it in writing, including as much detail as possible.

Head of Residential Management
Squarefoot Investments (UK) Limited
34 Sunbridge Road
Bradford
West Yorkshire
BD1 2AA

We will then respond in line with the timeframes set out below (if you feel we have not sought to address your complaints within eight weeks, you may be able to refer your complaint to the Property Ombudsman to consider without our final viewpoint on the matter).

Stage 1: Acknowledgement

We will send you correspondence acknowledging receipt of your complaint within three working days of receiving it, enclosing a copy of this procedure.

Stage 2: Investigation of your complaint.

We will then investigate your complaint. This will normally be dealt with by the Head of Residential Management who will review your file. A formal written outcome of our investigation will be sent to you within fifteen working days of sending the acknowledgement letter.

Stage 3: Still dissatisfied

If, at this stage, you are still not satisfied, you should contact us again and we will arrange for a separate review to take place by the Managing Director.

We will then correspond within fifteen working days of receiving your request for a review, confirming our final viewpoint on the matter.

Stage 4: Property Ombudsmen

If you remain dissatisfied, you can then contact The Property Ombudsman to request an independent review:

The Property Ombudsman Ltd
Milford House
43-45 Milford Street
Salisbury
Wiltshire
SP1 2BP

01722 333 306

www.tpos.co.uk

Please note the following:

You will need to submit your complaint to The Property Ombudsman within twelve months of receiving our final viewpoint letter, including any evidence to support your case.

The Property Ombudsman requires that all complaints are addressed through this in-house complaint's procedure, before being submitted for an independent review.