

## IN-HOUSE COMPLAINTS PROCEDURE

A2Z Properties is a property management company for third party landlords and tenants. Whether you are a landlord or a tenant, we are committed to offering you the best and tailored service where possible. There may be instances out of our control due to waiting on third parties and we request your co-operation.

In the first instance, if you have any issue, please contact us directly regarding your matter and give us as much information as possible. Where appropriate, we will make reasonable adjustments for consumers who might be disadvantaged because of personal factors.

We will then work with you and third party suppliers (if necessary) to resolve the issue. During this period we will try and keep you updated with any progress being made.

Should you require further assistance and not satisfied with the final resolution, a formal complaint must be submitted to us in writing. We will then respond in line with the timeframes set out below:

- Written acknowledgment of the receipt of your complaint within three working days of receiving it, enclosing a copy of this procedure.
- We will then investigate your complaint and a formal written outcome of our investigation will be sent to you within fifteen working days of receipt of the original complaint.
- 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 a different member of staff.
- We will write to you within fifteen working days of receiving your request for a review, confirming our final viewpoint on the matter.
- If you are still not satisfied (or more than eight weeks has elapsed since the complaint was first made) you can request an independent review from The Property Ombudsman without charge.

The Property Ombudsman  
admin@tpos.co.uk  
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 from the date of our final viewpoint, including any evidence to support your case.

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

Due to GDPR, we can only discuss matters with the tenants, landlord and parties directly involved.