

Making a Complaint

Please Tell Us When You Are Unhappy

Please help us to put things right by letting us know when you are unhappy with our service. We aim to put things right straight away. If you are dissatisfied with our response, you can use our formal complaints process.

Complaints Process

You should always tell us about your complaint as soon as possible as we cannot investigate a complaint if it happened over six months ago.

The process is simple and easy to follow.

- We require clear, concise and factual information from you.
- We will treat your complaints seriously, promptly and with confidence.
- We will also try to resolve your problems quickly.

What to do next

Step 1

If you are dissatisfied about our service and have not received a satisfactory response from our member of staff dealing with you, please request and complete our complaint form.

To help us to deal with your complaint quickly and effectively, we request that you detail your complaint clearly and concisely with factual, not speculative information.

Note for Tenants: If you are a Tenant it is **IMPORTANT** you identify and differentiate if your complaint is about a Landlord and / or a Landlord's obligations or about the services provided by O'Connor Bowden.

Step 2

All complaint forms should be emailed or posted to the following representative:

Tracey Bowden – Acting Complaints Manager

Email: tracey.bowden@oconnorbowden.co.uk

Post: O'Connor Bowden, Bank Chambers, 1 Compstall Road, Romiley, Stockport, SK6 4BT

(If your complaint is about the complaints officer, then the complaint should be forwarded to the Managing Director, Stephen Bowden Email: stephen.bowden@oconnorbowden.co.uk).

Step 3

Upon receipt of your completed complaint form, we will acknowledge receipt within 3 working days.

Step 4

We process and evaluate your complaint. We may have initial queries, require clarification on certain aspects of your complaint or require further information from you. We will advise you should this be the case.

Step 5

A formal written outcome of the investigation will be forwarded to the complainant within 21 days of receipt. If a longer period is required, you will be told in writing, with an explanation. You will also be given an indication of timescale.

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Step 6

If you are not satisfied with our response you can appeal. You should do this within 15 days of receiving the result from us by providing a written account of the points you disagree with or which do not meet with your satisfaction and explaining why.

Step 7

The Managing Director shall then review the problem and attempt to resolve your complaint. The Managing Director reviewing your complaint will provide you with a written response within 15 working days. It is our intention to resolve all complaints to everyone's satisfaction. Unfortunately, this cannot always be guaranteed. If you remain unhappy after this process, we accept you may choose to move to Step 8.

Step 8

If for any reason we are not able to resolve your complaint within 2 months - you may escalate your complaint to the Property Redress Scheme. The PRS will offer adjudication in respect of your complaint and our responses, The PRS will mediate to resolve the complaint.

PRS Property Redress Scheme

Telephone: 0333 321 9418

Email: info@theprs.co.uk

PRS Membership Number: PRS015375

Your Complaint

Your Details	
Name:	
Address:	
Email:	
Mobile:	

What would you like to tell us about?
Please give full details of your complaint including the names of staff and offices involved and the dates of events. Please continue on a separate sheet if necessary. To help us process your complaint as quickly as possible please provide clear, concise and factual information. Please avoid unwarranted comments or information that is not relevant to the complaint you have.

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What would you like us to do?

Your Signature:

Print Name:

Date: