



### 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.

If you are a Tenant it is **IMPORTANT** you identify whether your complaint is about Landlord's obligations or about O'Connor Bowden's services.

#### Step 2

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

**Leighton McMylor, Operations Director** - Contact Email: [leighton.mcmylor@oconnorbowden.co.uk](mailto:leighton.mcmylor@oconnorbowden.co.uk)

O'Connor Bowden, Ground Floor, OXID House, 78 Newton Street, Manchester, M1 1AL

#### 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. 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 and given an indication of timescale.

#### 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 undertaking the review 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

#### Offices at:

Ground Floor, Oxid House, Newton Street, Manchester, M1 1AU  
13 Stockport Road, Marple, Stockport, Cheshire, SK6 6BD



## Step 8

If for any reason we are not able to resolve your complaint within 2 months – you should escalate this to the Property Redress Scheme. They will offer adjudication in respect of your complaint and our responses and will mediate to resolve the complaint.

**By Phone: 0333 321 9418 (9.00am to 5.30pm Monday-Friday) By Email: [info@theprs.co.uk](mailto:info@theprs.co.uk)**

### What do you want to tell us about?

Please give full details of your complaint including the names of staff and offices involved and the date (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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### How would you expect us to rectify this situation?

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Signature:

Print Name:

Date:

#### Offices at:

Ground Floor, Oxid House, Newton Street, Manchester, M1 1AL  
13 Stockport Road, Marple, Stockport, Cheshire, SK6 6BD

O'Connor Bowden Property Management (Manchester) Limited t/a O'Connor Bowden  
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