



Tell Us Why 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 it 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 12 months ago.

The process is simple and easy to follow

- We require clear, concise and factual information from you.
- We will treat your complaint seriously, promptly and with the strictest confidence.
- We will also try to resolve your complaint as soon as possible.

What to do Next:

Step 1

If you are dissatisfied about our service and have not received a satisfactory response from the member(s) of staff that is dealing with you. Please, request and complete a copy of 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 Tenant, it is **IMPORTANT** that you identify whether your complaint is about the Landlord's obligations or about O'Connor Bowden's services.

Step 2

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

Alison O'Connor, Managing Director

e: alison.oconnor@oconnorbowden.co.uk

dd: 0161 833 3880

m: 07702 649623

Address: Ground Floor, Oxid House, 78 Newton Street, Manchester, M1 1AL

Offices at:

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



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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 14 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 complaint and attempt to resolve your complaint. The Managing Director undertaking this review will provide you with a written response within 14 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 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.

Property Redress Scheme (PRS), Premiere House, 1st Floor, Elstree Way, Borehamwood, WD6 1JH.

t: 0333 321 9418

e: info@theprs.co.uk

link: <https://www.theprs.co.uk/Complain>

O'Connor Bowden Property Management (Manchester) Limited PRS No: PRS011541

Offices at:

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



What do you want to tell us above?

Please provide 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 void unwarranted comments or information that is not relevant to the complaint you have.

Offices at:

Ground Floor, Oxid House, Newton Street, Manchester, M1 1AL
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O'Connor Bowden Property Management (Manchester) Limited t/a O'Connor Bowden
VAT No. 280 689 075 Company Registered in England and Wales No. 9880255



How would you expect us to rectify this situation?

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Signature:	
Full Name:	
Date:	

Offices at:

Ground Floor, Oxid House, Newton Street, Manchester, M1 1AL
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