

Complaints Procedure

PREIM Limited
Unit 8, The Forum
Minerva Business Park
Lynch Wood
Peterborough
PE2 6FT
Phone: 01778 382210
Fax: 01778 382215



Issue Control Sheet

Revision	Reason for Change	Date
0	Original Issue	September 2011
1	Minor Revisions	January 2014
2	Office address changed	September 2014
3	Review & Update	July 2015
4	Review & Update	August 2017
5	Updated with TPOS requirements	February 2019

Background

PREIM Limited is appointed by the director(s) of each residents company as the managing agent. PREIM Limited are therefore responsible for administering each residents company, dealing with owner queries, arranging for maintenance and repair works to be carried out.

This procedure sets out the basis on which complaints are to be handled.

Table of Contents

1. Purpose
2. Responsibilities
3. Definitions
4. Complaints handling procedures
5. How to complain
6. How we will investigate your complaint
7. How we will respond to your complaint
8. Escalation

1 Purpose

To ensure the correct identification of complaints, their subsequent analysis and the measures necessary to prevent repeat by the application of the appropriate corrective action.

2 Responsibilities

Company Director	Ensure this procedure is followed. Select the most appropriate nonconformity reporting arrangements for the company.
All Staff	Comply with this procedure. Make sure that the nonconformities are identified and are recorded, then that they are investigated and reflected. Where required, keep a record of these nonconformities.

3 Definitions

A complaint is a statement in which you express that something is unsatisfactory or unacceptable.

Complaints can be :-

- (i) received from clients and customers, either by phone, post, fax or email;
- (ii) expressed in person, for example at residents meetings

Any employee may receive a complaint from a customer and is responsible for reporting it as soon as possible.

4 Complaints handling procedures

PREIM Limited has in place an effective internal complaint handling procedure for handling any expression of dissatisfaction from its clients, whether verbal or written and whether justified or not, about its managing agent's services, including general insurance related activities.

Set out below is the procedure we have put in place to ensure that complaints are handled fairly, effectively and promptly, and resolved at the earliest possible opportunity. Our objective is to resolve complaints internally, whenever possible, in order to minimise the number of cases where our customers need to refer their complaint.

5 How to complain

You may make your complaint at any time and by any reasonable means (for example by letter, telephone, fax, email or in person) although we would prefer you to contact us in writing, detailing the precise nature of your complaint, so that there can be no misunderstanding.

If you have a complaint about our managing agent's services, including a general insurance related matter, we would ask you to make your complaint to:

The Directors
PREIM Limited
Unit 8, The Forum
Minerva Business Park
Lynch Wood
Peterborough
PE2 6FT

Tel 01778 382210
Fax 01778 382215
Email helpdesk@preim.co.uk

6 How we will investigate your complaint

We will record your complaint on our customer relationship management application. The complaint will then be handled either by a Director or by the appropriate Customer Account Manager, or by another member of staff sufficiently competent who has not been directly involved in the matter which is the subject of your complaint.

The person handling the investigation will, however, have authority to settle complaints (including the offering of redress where appropriate) or have ready access to someone from PREIM Limited, who has the authority.

7 How we will respond to your complaint

Within three working days of receiving your complaint we will send you a written acknowledgement giving you the name and job title of the person who will be carrying out the investigation and when you can expect to receive a response.

Should we receive a complaint which does not relate to our managing agent's service, or any general insurance related service that we provide, or should more appropriately be referred to another organisation, we will advise you in writing within three working days of receipt of the complaint. Where possible, we will provide you with details of to whom the complaint should be directed.

If your complaint relates to any general insurance related service that we provide we will send you our insurance complaints procedure that outlines the Financial Conduct Authority complaints handling procedure.

Within fifteen working days of receipt of your complaint we will:

Send you a written response informing you of the outcome of our investigation. This letter will detail the nature and terms of any offer of redress, which we may consider appropriate or, alternatively, our reasons for rejecting the complaint.

Or

Inform you in writing of the reasons why we are not yet in a position to resolve your complaint and indicate when we will make further contact.

Within eight weeks of receipt of your complaint we will:

Send you a written response informing you of the outcome of our investigation. This letter will detail the nature and terms of any offer of redress, which we may consider appropriate or, alternatively, our reasons for rejecting the complaint.

Or

Inform you in writing of the reasons why we are still not in a position to make a final response to resolve your complaint and indicate when we expect to be able to make a final response.

At each stage we will also inform you that if you are dissatisfied with the response, you may refer your complaint and to whom.

8 Escalation

PREIM Limited offers access to an Ombudsman scheme if a dispute is not resolved within 8 weeks from the activation of our complaints procedure. PREIM Limited is a member of the Property Ombudsman Service.

Therefore if the complainant is still not satisfied after the last stage of the in-house complaint procedure (or more than 8 weeks has elapsed since the complaint was first made) then he/she can take the matter up with the Property Ombudsman Service without charge.

The Property Ombudsman
Milford House
43-55 Milford Street
Salisbury
Wiltshire SP1 2BP

Tel: 01722 333306

Fax: 01722 332296

Email admin@tpos.co.uk

Website and contact <http://www.tpos.co.uk/contact.php>