

COMPLAINTS PROCEDURE

Our commitment to getting it right

At Moreland Estate Management (MEM), we are committed to providing our customers with a high level of service. We appreciate however that as in any service industry, it is inevitable that from time to time complaints will be received and it is our policy to deal with these efficiently. Where complaints highlight a shortcoming in our service it is our aim to take on board the criticisms and make appropriate changes to the way in which we operate.

MEM Complaints Procedure

A copy of our Standard Complaint form is attached. This should be completed as fully as possible and returned to our Customer Services Department at Moreland Estate Management, 5 Sentinel Square, Hendon, London, NW4 2EL . Alternatively this can be faxed on 020 7043 4261 or sent by email to mail@morelandestate.co.uk (Quoting Reference MEM/Complaint).

1. If you would prefer to speak to somebody directly about your complaint please phone our Customer Services Department on 020 7043 4260. During the course of your conversation details of your complaint will be recorded on the complaint form and a copy will then be sent to you for confirmation that it accurately reflects your complaint. Whilst we prefer written complaints to be submitted on the form provided, this is by no means obligatory and we will investigate all written complaints fully.

2. At MEM complaints are administered by our Customer Services Manager (CSM). Upon receipt of your complaint, our CSM will analyse the nature of the complaint and will then respond within 5 working days to advise you of the name of the individual who will be investigating the complaint. The CSM will normally assign the complaint to either the local Office Manager or relevant Team Leader. If the complaint relates to the Office Manager/Team Leader this will be referred to the Head of the appropriate division of MEM. That person will provide you with a full response within a further 10 working days.

3. In the event that the complaint cannot be fully responded to without input from other parties (such as a Residents Management Committee or an Independent Consultant) an estimated time scale will be provided for further communications from us.

4. Where the complaint relates to established policies and/or company procedures, the matter will be immediately referred to the Head of the appropriate division within MEM who will consider whether the complaint highlights a need for changes to that policy or procedure. If it is felt that changes are required, the divisional Head will respond directly to you and will advise you of the action being taken both in terms of changes to policies/procedures and more specifically on how your complaint is being addressed. If appropriate, the complaint may at that stage be referred back to the Office Manager/Team Leader to deal with having regard to

the change in policy/procedure. If no change to policy/procedure is deemed to be necessary, the matter will be referred to the Office Manager/Team Leader. A confirmation will follow that a full response will be provided to you within 10 working days.

5. All responses to complaints will be reviewed by the Head of the appropriate company division before the response is sent to the complainant. The details of the Head of the division who has reviewed the complaint will be included in the letter and in the event that you are dissatisfied with the response, this should be communicated to the head of the division, ideally in writing. The Head of Division will consider the matter further and respond to you fully within a further 10 working days.

6. In the event that you are still dissatisfied with the response the matter may be referred to a member of the MEM "Appeal Panel". The matter will then be reviewed by a Director of MEM (or a sister company of MEM) who has not been directly involved with the issue(s) relevant to the complaint. The Director concerned will be provided with details of the complaint along with copies of all relevant communications etc., and if appropriate the complainant may be invited to a meeting to discuss the complaint in full. The Appeals Panel member will send a written determination to the complainant within 15 working days. The determination may include the suggestion that the matter is referred to Independent Mediation.

7. In the event that you are dissatisfied with the response given by the Appeal Panel, you may also contact our client (Landlord Company/Board of Directors of the Residents Management Company). This does not form part of our Complaints Procedure but we will of course take on board our client's views on the matter.

Further Information

For further information on your rights and obligations in relation to the management of your building there are various sources available to you:

- Your local Citizens Advice Bureau (CAB) – Please refer to their website, below for details of their nearest office.

Website: www.citizensadvice.org.uk

- LEASE – This is an Independent Advisory Service which is able to provide expert guidance on all matters concerning the ownership of Leasehold property.

Address: 31 Worship Street, London, EC2A 2DX

Telephone: 0845 345 1993

Fax: 020 7374 5373

Email: info@lease-advice.org

Website: www.lease-advice.org

(Leasehold advisers are available for telephone advice from 9:30am to 3:30pm Monday to Friday)