

Complaints Handling Procedure

Action Property Management is committed to providing a professional block property management service. There may be times when we get things wrong or make mistakes. We have an adopted complaints procedure (below) that you can follow to ensure that your complaint / concern is resolved both appropriately and quickly.

All complaints are treated in strict confidence and comply with our adopted GDPR policy.

Ways to complain:-

1. It's good to talk. Please talk to us first, some complaints are often as a result of a simple misunderstanding and can be quickly resolved by chatting to us on the phone or meeting with us.
2. If we are unable to resolve your complaint by chatting to us on the phone or meeting with you then we just ask that you put your concerns / complaint in writing. Please e.mail complaints to info@actionpropertymanagement.co.uk or alternatively by post to the following address: Action Property Management, No. 1. Dock Street, Leeds, LS10 1NA.

If you have initially made your complaint verbally, whether in person or on the phone, you will be required to send a written summary of your complaint to the above address for our records should the complaint need to be escalated further.

3. Once we have received your written complaint, we will contact you in writing within seven days. At this stage, we will give you our understanding of your case. We will also invite you to make any further comments that you may have in relation to your complaint.
4. Within fourteen days of receipt of your written complaint, we will write to you informing you of the outcome of the investigations into your complaint and let you know what actions have been or will be taken to resolve the matter.
5. If you are not satisfied with the response received from us, you should put this in writing to the Managing Director explaining why you are still dissatisfied. The Managing Director will respond directly to you within seven working days.

Review by the Ombudsman Services (Property)

If the complaint is still not satisfied after the last stage of the in-house complaint procedure (or more than eight weeks has elapsed since the complaint was made) then you can take the matter up with our appointed Ombudsman without any associated costs.

The Property Ombudsman, Milford House, 43 – 55 Milford Street, Salisbury, Wiltshire, SP1 2BP. Tel: 01722 333306 Email: admin@tpos.co.uk Web: <https://www.tpos.co.uk/>

Please be advised that The Property Ombudsman will not normally consider a complaint that has not first been put in writing to us for consideration.