



WOODLEY & ASSOCIATES

LEASEHOLD PROPERTY MANAGEMENT

Woodley & Associates Limited **Complaints Procedure**

Stage One

We encourage all Leaseholders to speak in the first instance to the relevant department of Woodley & Associates Limited. (Telephone 0345 2222 007).

Stage Two

If you are still not satisfied that your complaint has been dealt with properly, you should write to Woodley & Associates Limited, 29 West Street, Ringwood, BH24 1DY or email team@woodleyandassociates.com.

Stage Three

Should you fail to receive a reasonable answer to your complaint under stages One and Two, you should contact Tom Woodley, Director of Woodley & Associates Limited in writing at the Ringwood Office.

Timescale

It is our aim to respond to most complaints within fourteen working days of receipt of your letter. However, where complaints are complex or involve detailed research. It may take longer to deal with the matter. In such cases, we will acknowledge your complaint and give you a timescale for response, which will be no greater than 28 working days.

Note: If you are a tenant renting accommodation, then you must first refer your complaint to your own landlord

General

If the matter involves another department of W&A then we may refer you to another person. We will tell you who and give you a timescale for response.

Should you write directly to Tom Woodley without first having exhausted earlier steps in the Complaints Procedure, then your letter will be referred back to the appropriate person for action. In most cases, W&A will respond to your complaint in writing, but in certain circumstances, we may





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arrange a personal visit by prior appointment with you. Under our Code of Practice, you are entitled to ask for a face to face meeting with a senior manager within W&A. If we think it reasonable to agree to this request, then the proprietor will fulfil this role.

There are outside organisations that can help offer advice or deal with complaints. Your local Citizens Advice Bureau may be able to help.

Building Defects

Please note that defects which are the responsibility of the builder, and not W&A as a management company or freeholder, cannot be resolved through this complaints procedure.

What if there is still a dispute?

If the complaint is still not satisfied after the last stage of the in-house complaint procedure then he / she has the right to take this matter up with the Ombudsman scheme.

Ombudsman Scheme

It is a requirement that we offer access to an Ombudsman scheme if a dispute is not resolved within 8 weeks from your activation of our complaints procedure. Woodley & Associates Limited are a member of The Property Ombudsman and contact details are as follows:

Complaint Enquiries: 01722 333306

Monday - Friday, 09:00 - 16:30 (excluding bank holidays)



Email: admin@tpos.co.uk



The Property Ombudsman Ltd

Milford House, 43-55 Milford Street, Salisbury, Wiltshire SP1 2BP

29 West Street | Ringwood | Hampshire | BH24 1DY
Tel: 0345 2222 007 | Email: team@woodleyandassociates.com | woodleyandassociates.com

