



Complaints Procedure

Montalt Management Limited ensures that all complaints are dealt with in a correct manner and that all complaints are taken extremely seriously, and resolved within a reasonable timescale.

Complaints will be handled as follows:

General Complaints

1. The member of staff that initially takes the complaint will try to resolve on an informal basis.
2. If the member of staff cannot resolve the complaint, then the complainant will be referred to put the complaint in writing to the Department Manager.
3. The Department Manager will try to resolve the complaint to a satisfactory standard. If the complainant is still not satisfied with the outcome, then they will be invited to escalate the complaint to the Directors.
4. The Directors will try to resolve the complaint to a satisfactory standard. If the complainant is still not satisfied with the outcome, then they will be invited to escalate the complaint to the Managing Director.
5. If the complainant still feels their complaint has not been resolved subsequent to it being referred to the Managing Director, then they can then take the option to write directly to the Ombudsman Services (Property).

Complaints Relating To Montalt Management Staff

1. Anyone who wishes to make a complaint against a member of our staff will be referred to put the complaint in writing to the Department Manager of the member of staff in question.
2. The Department Manager will endeavour to deal with the complaint as they see fit. If the complainant is still not satisfied with the outcome, then they will be invited to escalate their complaint to the Directors.
3. The Directors will try to deal with the complaint, but if the complainant is still not satisfied with the outcome, then they will be invited to put their complaint in writing to the Managing Director.
4. If the complainant still feels that their complaint has not been resolved subsequently to it being referred to the Managing Director, then they can then take the option to write directly to the Ombudsman Services (Property).

If in the outcome that all the above in-house complaint processes have been concluded and the complaint has not been resolved in a mutually agreeable manner, then the complainant can write directly to the Ombudsman Services (Property) at the following address:

**Ombudsman Services (Property)
PO BOX 1021
Warrington
WA4 9FE**

Please note that Ombudsman Services (Property) will only deal with complaints after Montalt Management Limited have been given a fair chance to resolve the complaint within eight (8) weeks of receiving the initial complaint.



Complaints Policy Statement

Montalt Management Limited believes that if a client wishes to make a complaint or register a concern they should find it easy to do so. It is the company's policy to look at complaints as an opportunity to learn, adapt, improve and provide better services.

Any complaints should be addressed in writing to 'Montalt Management, Unit 1 Curlew House, Trinity Way, Trinity Park, Chingford E4 8TD.

The policy is intended to ensure that complaints are dealt with in a correct manner, and that all complaints or comments received are taken seriously.

The policy is not intended to apportion blame and is not part of the company's disciplinary policy.

Montalt Management believes that failure to listen to or acknowledge complaints could lead to dissatisfaction and aggravation of the complaint in question.

The company supports the belief that if the complaint is dealt with early, openly and honestly then this should be all the remedial action required between the company and the complainant to close the complaint in question.

The company recognises that from time to time complaints may not be resolved to the satisfaction of the complainant, and in this situation the Managing Director will have an independent view and action(s) will be taken to close the case to the satisfaction of all concerned.

This policy will be reviewed on a yearly basis.

Greg Harden
Managing Director

Dated 1st January 2017