



Complaints procedure

Montalt Management Limited take all complaints extremely seriously and will ensure that any complaint received is dealt with in a correct manner and resolved within a reasonable timescale. Where we are the managing agents acting on behalf of a landlord, leaseholders' also have the option to complain to the landlord.

A complaint is something that you consider to be unsatisfactory or unacceptable and our complaints procedure is available to be used by all of our clients and leaseholders. We will try to resolve your complaint to your satisfaction in-house, as detailed in stage 1 of our procedure. If we are unable to satisfactorily resolve your complaint, then you have the option to proceed as detailed in stage 2 of our procedure.

Mediation may be offered by Montalt Management or the landlord at any stage during the complaint. Mediation by an external person may, however, be subject to fees, which will be established prior to commencement of the mediation process.

There are also sources of independent free advice available to leaseholders if required such as LEASE (The Leasehold Advisory Service) or Citizens Advice.

Stage 1

The member of staff who originally takes your complaint will try to resolve it on an informal basis. If your complaint cannot be immediately resolved informally, then you will be asked to put your complaint in writing to the appropriate Department Manager and send it to Montalt Management Ltd, Unit 1, Curlew House, Trinity Park, Trinity Way, Chingford, E4 8TD, who will consider your complaint as quickly as possible.

We request that your complaint is put in writing at this point so that we can obtain a full understanding of the reasons for your complaint which can then be fully investigated. An acknowledgement will be sent to you within 7 days of receipt and if we are not able to provide you with a full response at this stage, then a full response will be issued within 28 days. If you are not satisfied with the outcome, then your complaint will be escalated further to a Director who will fully review your complaint and issue you with a full response within 14 days.

Should a Director still not be able to resolve your complaint satisfactorily, then your complaint will be escalated to the Managing Director who will fully review your complaint and issue you with a full response within 14 days.

Stage 2

If we are unable to resolve your complaint after the last stage of the in-house complaint procedure, or more than 8 weeks has elapsed since the complaint was first made, then you can take the matter up with the Property Ombudsman, without charge, as follows:

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

Tel: 01722 333306
www.tpos.co.uk





Complaint Form

Please fill out the following form with your complaint.

Name

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First name

Last Name

Email

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Phone

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Address

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Post Code

Date of complaint

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Please describe the details of your complaint

How would you like your complaint resolved?

Signature

By signing this form you are stating that the above facts are true and accurate