



# Complaints Handling, 1st edition

## **Guide to Tandem Property Asset Management Complaints Handling Procedure**

In accordance with RICS professional guidance and English legislation, set out in the Complaints handling guidance note 1st edition, July 2016, Tandem Property Asset Management LLP (TPAM) operate a Complaints Handling Procedure (CHP) to deal with any complaints made against the Firm (or an Individual of the Firm), to whom a duty of care is owed.

This specific requirement is set out in Rule 7 of the RICS' Rules of Conduct for Firms states:

**'A Firm shall operate a complaint handling procedure and maintain a complaints log. The complaints handling procedure must include an Alternative Dispute Resolution (ADR) mechanism that is approved by the Regulatory Board.'**

The redress mechanism is dependant upon the status of the complainant to whom the duty of care was owed. There is a separate redress mechanism for both Consumers and Business customers and each are set out in the documents attached titled **Tandem Complaints Handling Procedure (Consumer)** and **Tandem Complaints Handling Procedure (Business)**.

The Firm has appointed an Information Officer as primary point of contact to deal with all complaints in the first instance. Should someone seek to make a complaint, it should be referred to the Information Officer as soon as possible.

There are four main routes via which complaints may be received: Mail, Email / Internet, Telephone or In Person. The contact details are below:

**Information Officer,**

**Tandem Property Asset Management LLP,**

**1<sup>st</sup> Floor, 11-15 Wigmore Street, London, W1U 1PF**

**Tel:- 020 3942 7999**

**Email: [info@tandem-property.com](mailto:info@tandem-property.com)**

The individual raising the complaint will promptly be issued with a copy of the appropriate CHP document appropriate to their status and requested to put their complaint in writing to make sure that it is fully understood and that a written record of the same is obtained. TPAM will check the firms' insurance policy to establish if consultation with the insurer/broker is required.

This will then be added to the Complaints Handling Log for the Firm to enable complaints to be recorded and the audit process to be recorded in the appropriate fashion. TPAM will listen carefully to what the complainant is saying and seek to understand the complainant's motivation.

After further investigation, a full response will be issued to the complainant.

If the Firm and the complainant cannot resolve the matter to their satisfaction, then the complainant will have the opportunity to take their complaint to The Property Ombudsman Scheme (if a consumer) or RICS Dispute Resolution Service (if a business).

In the first instance, please make sure that any party wishing to make a complaint is referred to the Information Officer.

TPAM will always look to learn and develop from any complaint experience and ensure a quality management system is in place which is regularly reviewed. The root cause analysis of complaints is a useful tool for identifying training needs for employees and customers.

**15<sup>th</sup> February 2019**

**Last updated dated .....**