



Tandem Property Asset Management Complaints Handling Procedure (Business)

If you have a complaint, then this procedure document sets out the procedure TPAM will use to handle that complaint and the timescales in which you will receive a response.

The firm has appointed an Information Officer at Tandem Property Asset Management LLP to deal with all complaints in the first instance. If you have a question or would like to make a complaint, please do not hesitate to contact the Officer in the first instance. Contact details are below:

Information Officer,

Tandem Property Asset Management LLP,

1st Floor, 11-15 Wigmore Street, London, W1U 1PF

Tel:- 020 3942 7999

Email: info@tandem-property.com

There are four main routes via which complaints may be received:

- 1 Mail
- 2 Email / Internet
- 3 Telephone
- 4 In Person

Stage 1 of the Complaints Handling Process:

- 1 If you have initially made your complaint verbally, whether face to face or over the telephone, please also submit it formally in writing, addressed to the nominated person as stated above.

This is to ensure that we fully understand the nature of your complaint and have a written record of it. The firm will acknowledge receipt of your written complaint within 7 days and to confirm our understanding of the circumstances leading to your complaint. You will be invited to make any comments that you may have in relation to this.



Stage 2 of the Complaints Handling Process:

- 2 The next stage of the firms' complaints handling procedure will involve full consideration of your complaint on behalf of the firm by the Information Office and Lisa Riva, Senior Partner on behalf of the Firm. We will try to resolve the complaint to your satisfaction. If you are happy with the outcome of the firms' investigation into your complaint, the matter will conclude.

We will consider your complaint as quickly as possible. We will provide you with a full response, or if that's not possible, an update on what is happening with your complaint, within 21 days.

Stage 3 of the Complaints Handling Process:

- 3 If we cannot agree how to resolve your complaint to your satisfaction then you will have the opportunity to take your complaint to the final stage of our complaints handling procedure, which is the RICS Dispute Resolution Service.

Their details are set out below;

RICS Dispute Resolution Service,

55 Colmore Row,

Birmingham,

B3 2AA

Tel – +44 (0)20 7334 3806

Email – drs@rics.org

Web - www.rics.org/uk/regulation1/complaints1/make-a-complaint/

15th February 2019

Last update dated