



Tandem Property Asset Management Complaints Handling Procedure (Consumers)

If you have a complaint, then this procedure document sets out the procedure we 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,

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 make it in writing, addressed to the person as stated above. This is to ensure that we fully understand exactly what your complaint is and have a written record of it. We will acknowledge receipt of your written complaint within 7 days to confirm receipt of it 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 our complaints handling procedure will involve full consideration of your complaint by the Information Officer and Lisa Riva, 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 firm's 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.



3 Stage 3 of the Complain Handling Process:

If the firm 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 Ombudsman Services: Property.

Their details are set out below;

The Property Ombudsman

Milford House,

43-55 Milford Street,

Salisbury,

Wiltshire

SP1 2BP

Tel – 01722 333 306

**Web - www.tpos.co.uk/consumers/how-to-make-a-complaint
<https://www.tpos.co.uk/images/documents/guidance/TPO-Consumer-Guide.pdf>**

15th February 2019

Last update dated