

Tandem Property Asset Management LLP

Complaints Handling Procedure (CHP)

Details requested for complaint to be registered.

Issue date November 2023

If you have a complaint, please follow the procedure set out below to allow us to consider, review and respond to your complaint. Our CHP sets out the steps we will take, and the time scales involved at each stage.

Any complaint will be handled and processed by our appointed Information Officer. If you have a question or would like to make a formal complaint, please register your complaint by completing the details in Part 1 below, submitting the for by e-mail to the Information Office. When you register a complaint, we will ensure that we have all appropriate details.

Please contact details the Tandem Information Officer by contacting our Customer Service Desk by telephone 0203 942 7997 or email at tandem@cs-desk.co.uk with the following heading as reference:

COMPLAINT – CONFIDENTIAL – TANDEM PAM

When a complaint is registered by e-mail, we will ensure that the complaint is registered, fully understood, and acknowledged within three working days. Our response will include a copy of our CHP document and may include a request further information or clarification.

The complaint will then be carefully reviewed as part of a 4-stage process, which can include escalation to a Senior Partner. If the matter cannot be resolved the matter can be referred to The Property Ombudsman (Consumer) after 8 weeks from the original registration or to the RICS Dispute Resolution Service (Business).

Tandem's core values will be consistently reflected in our approach to any Compliant:

- All complaints will be acknowledged promptly.
- The issues and circumstances of the complaint will be reviewed.
- Will be honest in our review and responses.
- Will always be thorough and rigorous.
- Will always be polite and professional.
- We will take all complaints seriously.
- We will use the process to improve any shortcomings in our approach.

Claims Handling Procedure (CHP)
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We consider the needs of the individual and, where appropriate, make reasonable adjustments for customers who may be disadvantaged because of factors such as age, infirmity, disability, lack of knowledge, lack of linguistic or numeracy ability, economic circumstances, bereavement or do not speak English as a first language.

Your complaint

Name:	
Property:	
Email:	
Tel Contact:	

Details of your complaint (please provide as much detail as possible including dates, the names of any Tandem staff you dealt with and any supporting evidence you are able to provide:

Insert details of complaint

Date:

Claims Handling Procedure (CHP)
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Stage 1 - Our Acknowledgement

Your complaint will be acknowledged within 3 working days of registration, and we will begin our complaints handling process.

Acknowledgment Reference.....

A copy of Tandem's Complaints Handling Procedure issued Yes/No

Date of Registration:

Stage 2- Review and response

Your complaint will be reviewed by the following Tandem Partners. (*Names and e mails*)

1. Name/Email:	
2. Name/Email.	

A formal written response addressing your complaint and proposing resolution will be issued within 15 working days.

Stage 3 - Review of further response and escalation.

If you remain unhappy with the response and proposed resolution the matter will be referred to one of our Senior Partners (*Lisa Riva or John Jones*) who will complete a final review and seek resolution within 15 working days.

Date of final view:

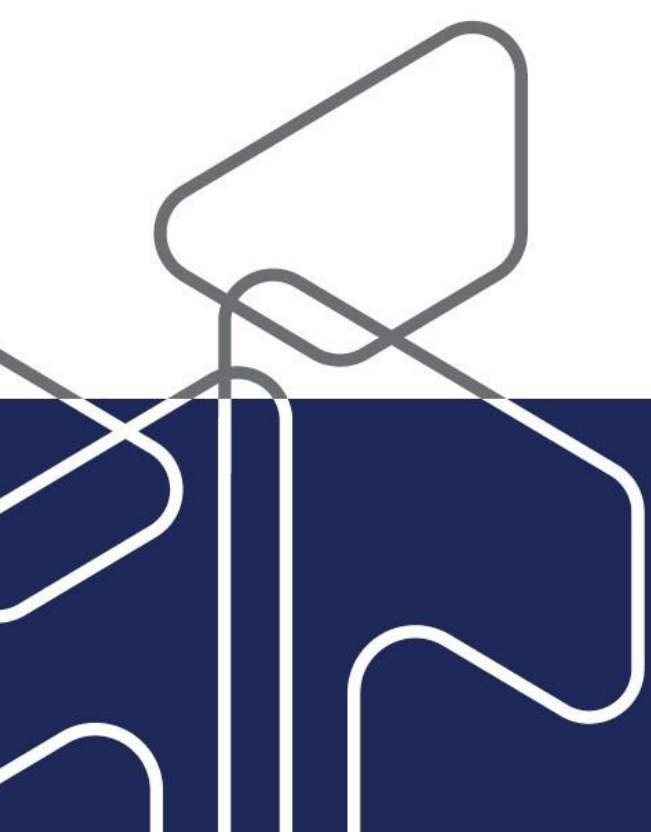
Stage 4 – Refer to TPO.

Should you remain unhappy after receiving our final views and response you can refer the matter to:

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

Date of Reference to TPO:

Claims Handling Procedure (CHP)
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