

## **Tandem Property Asset Management Holdings Limited**

### Complaints Handling Procedure (CHP) for Consumers/Customers/Occupiers

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 (IO), so please contact the IO if you have a question or would like to make a formal complaint. You may register your complaint by letter, e-mail, in person or by telephone. When you register a complaint in person or by telephone, we will record the initial details, but we will ask you to confirm the complaint in writing or by e-mail to ensure that we have all appropriate details. Attached for ease is a form which can be completed and submitted as detailed below.

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

#### **COMPLAINT – CONFIDENTIAL – TANDEM PAM**

Your name and contact details and the Property which is managed by Tandem.

Alternatively, you can submit your complaint in writing to;

The Information Officer  
Tandem Property Management Holdings Limited  
10 Brindley Place  
Birmingham  
B1 2JB

#### **Complaints Handling Procedure - Stage 1 : (3 working days)**

When you have registered a complaint with confirmation in writing or by e-mail, we will ensure that the complaint is registered and fully understood, and an acknowledgement will be issued within three working days. This response will include a copy of CHP document and we may request further information or clarification to help with our understanding of the circumstances leading to your complaint and you may be invited to make further comment.

### **Complaints Handling Procedure - Stage 2 : (15 working days)**

Following the initial registration of the complaint it will be fully reviewed and considered by the Information Officer and an appropriate Director with Tandem. This may be one of the following Directors:

Head of London Office - Justine Gillingham.

Head of Regional Offices - Oli Williams

Head of Property Management Accounts and Finance - Sarah Holmes

Information Officer and Head of Governance - Andy Millington

The complaint will be reviewed in detail, and we will try to resolve the matter and respond within 15 working days of the registration of the complaint. We will take every opportunity to reach a satisfactory resolution for all parties involved, but in all cases we will provide a full written response or an update on the progress of our review within 15 working days. It is possible that further investigation, inspections or third-party opinions may be needed to help conclude the review or reach a satisfactory conclusion and these will be clearly communicated with you.

### **Complaints Handling Procedure - Stage 3 : (15 working days)**

If you are not happy with the response provided and Tandem have not resolve your complaint to your satisfaction at this stage, then you will have the opportunity to escalate your complaint to one of Tandem's two Chief Executive Officers John Jones or Lisa Riva, who will review all aspects of the complaint including the review undertaken in Stage Two and they will provide a further detailed response, setting confirming the outcome of their review in the hope of resolving the complaint within a further 15 working days.

### **Complaints Handling procedure - Stage 4**

If you remain unsatisfied with the responses that you have received at this stage, you have the opportunity to escalate your complaint to the final stage of the procedure at any time after 6.5 weeks from confirmation of the initial complaint by referring the matter to The Ombudsman Service – Property by contacting them directly:

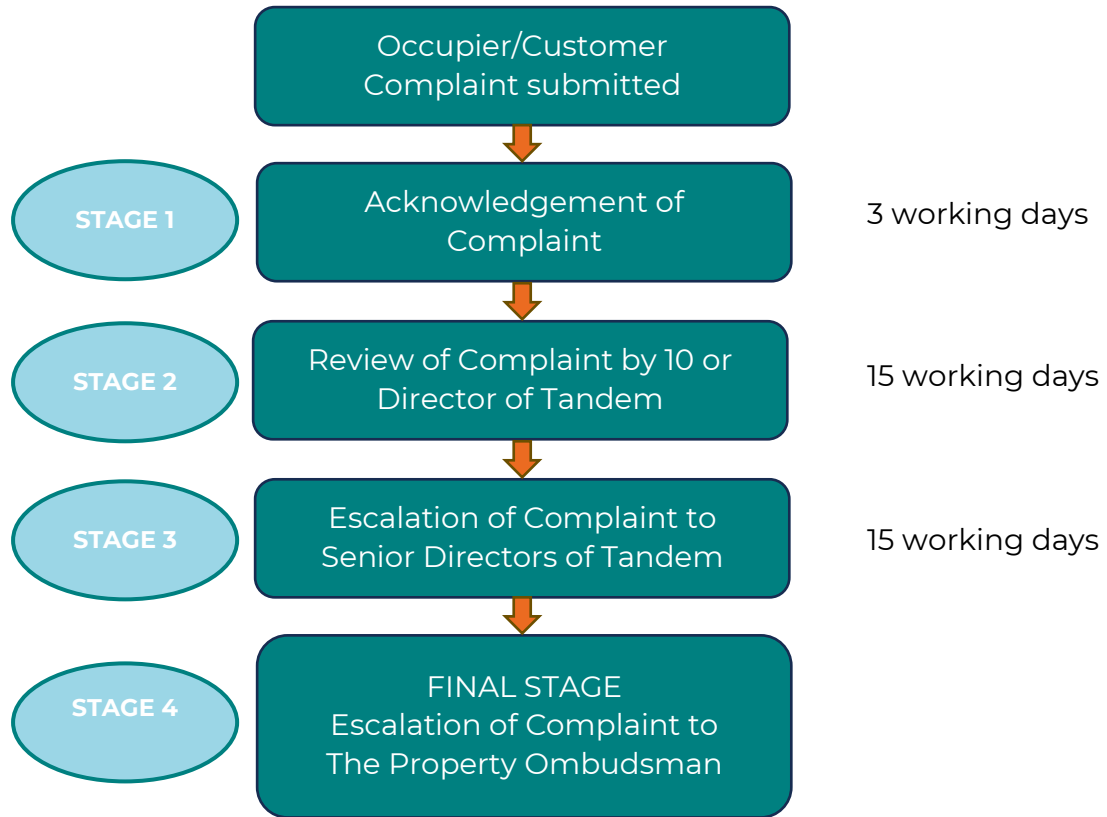
The Property Ombudsman  
43 - 55 Milford St, Salisbury  
Wiltshire  
SP1 2BP

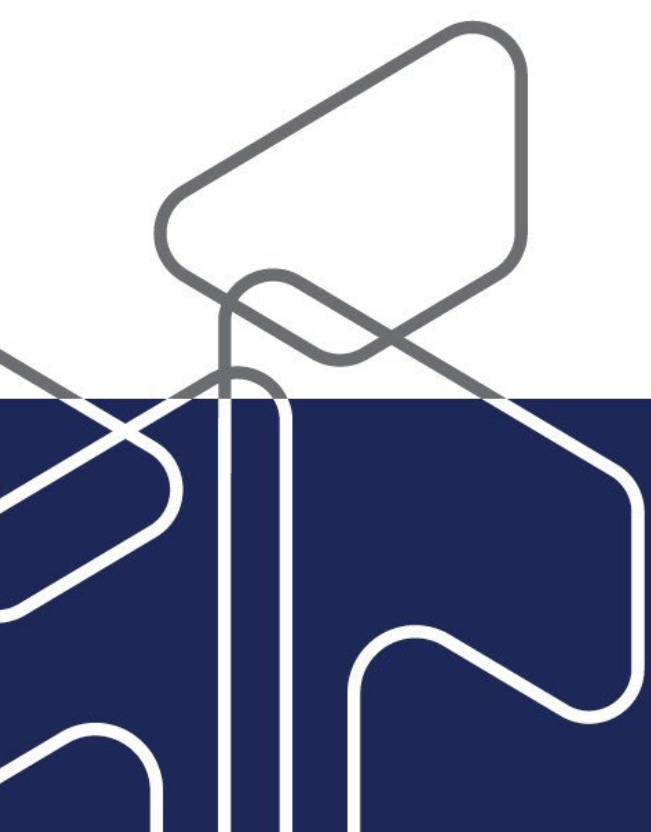
Tandem membership no. T12722

Tel: 01722 333 306

[www.tpos.co.uk](http://www.tpos.co.uk)

## Complaint Timeline





2<sup>nd</sup> Floor, 11-15 Wigmore  
Street,  
London W1U 1PF

+44 20 3942 7999

[info@tandem-property.com](mailto:info@tandem-property.com)  
[www.tandem-property.com](http://www.tandem-property.com)