

## Customer Complaints Procedure

Our commitment to you




**We aim to do our best to provide a good service, in a polite, efficient and fair way but we know that sometimes things go wrong.**

When this happens we would like you to let us know, then we can try to put matters right. We take all complaints about our service very seriously and will endeavour to deal with your complaint promptly.

To ensure that we have all the facts necessary to investigate your complaint we have a step by step procedure for you to follow. Following this procedure will enable us to expedite your complaint to a mutually satisfactory resolution.

## **When to complain**

- If you are dissatisfied with any aspect of our service
  - If we have failed to follow our own policies or procedures
  - If we have failed to carry out a repair within a reasonable timeframe
  - If we have not returned your calls or replied to your correspondence
  - If you believe we have discriminated against you
  - If you have had a problem with one of our employees
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**Follow our  
3 stage procedure**

## **The Complaints Procedure**

The most effective way of resolving a problem is to give the employee involved the opportunity to discuss your dissatisfaction with you informally. Before you decide whether to make a formal complaint we therefore ask you to try to resolve the matter with the person concerned by contacting your Property Manager.

### **Stage 1**

If your problem is about your Property Manager and you are unable to discuss the matter with him/her or if you are unhappy with the way the matter was dealt with you should put your complaint in writing and send it to:

**Regional Property Manager  
Marlborough House Management  
PO Box 1250  
Luton  
LU1 9FB**

**Email: [customerservices@m-h-m.co.uk](mailto:customerservices@m-h-m.co.uk)**

We will acknowledge receipt of your letter, email or fax within 3 working days. There will be a full investigation and you will receive a written reply within 21 working days. All complaints are tracked to ensure that we adhere to this procedure.

Complaints are often complex and if you are not entirely happy with our response you should follow Stage 2 of the procedure.

## **Stage 2**

If you feel you have not received a reasonable response to your complaint under Stage 1, you can write for the attention of the Head of Marlborough House Management within 21 working days of the receipt of the response to Stage 1. The Head of Marlborough House Management or a nominee in consultation with the Head of Marlborough House Management will conduct a separate review of your complaint and respond to you in writing within 21 working days to inform you of the decision. Your complaint and the way it has been handled will be considered.

Please address your letter to:

**Head of Marlborough House Management  
Marlborough House Management  
PO Box 1250  
Luton  
LU1 9FB  
Email: [customerservices@m-h-m.co.uk](mailto:customerservices@m-h-m.co.uk)**





### Stage 3

If you are still dissatisfied you may find that **mediation** is appropriate. An impartial, independent mediator facilitates communication between us to look at ways of resolving difficulties. Mediation is voluntary and confidential and must be entered into willingly by all parties. It is quicker and more cost effective than other independent dispute resolution routes. The object is to resolve any issues by way of a voluntary acceptance that any agreement reached shall be complied with by all sides.

We would be pleased to suggest a professional, independent mediator with experience of dealing with property related disputes. There will be a charge to each party for this mediation service which the mediator will confirm to us before they are appointed.

We also recommend that you contact The Leasehold Advisory Service (LEASE). Funded by Government, LEASE provides completely free legal advice to leaseholders and managers on the law affecting residential leasehold in England and Wales.\*

\* From January 2011 LEASE no longer offered a mediation service.

### The Leasehold Advisory Service (LEASE)

Maple House

149 Tottenham Court Road

London W1T 7BN

Tel: 020 7383 9800

Email: [info@lease-advice.org](mailto:info@lease-advice.org)

[www.lease-advice.org](http://www.lease-advice.org)



Marlborough House Management is a member of the Ombudsman Services: Property.

You can refer your complaint to the ombudsman service by contacting them in writing, by phone or using their online complaint form on their website [www.ombudsman-services.org](http://www.ombudsman-services.org). You will need an email address and contact number:

**Ombudsman Services: Property**  
**PO Box 1021**  
**Warrington WA4 9FE**



**Tel: 0330 440 1634 or 01925 530270**

**Textphone: 0330 440 1600 or 01925 430886**

**Email: [enquiries@os-property.org](mailto:enquiries@os-property.org)**

**Website: [www.ombudsman-services.org](http://www.ombudsman-services.org)**

It is a condition of ARMA membership that we offer access to an Ombudsman scheme if a dispute is not resolved within 8 weeks from your activation of our complaints procedure.

Further steps would be to take the matter to Court or Leasehold Valuation Tribunal (LVT).



## What this procedure doesn't cover

- Everyday matters such as reporting or chasing a repair
- Accounts queries
- Complaints by one resident about another
- Defects in your apartment – sometimes there will be problems in your apartment that can only be resolved by the developer e.g. shrinkage cracks, unless the defect is caused by a problem within the communal areas which we have responsibility for managing.

These should be directed to:

**Customer Services**

**Marlborough House Management**

**PO Box 1250, Luton, LU1 9FB**

**Email: [customerservices@m-h-m.co.uk](mailto:customerservices@m-h-m.co.uk)**

## Please note

It may be tempting to withhold payment of your service charges. We ask that you do not take this approach as it often makes a difficult situation worse.

Non payment may also be subject to interest and late payment charges. We are happy to receive a complaint from someone who is representing you.

- If you are a tenant renting accommodation you need to refer your complaint to your flat landlord in the first instance.
- This process may not cover all complaints and we reserve the right to change process and responsibilities depending on circumstances.



**How to contact us**

**Customer Services: 0845 450 6022\* (lo-call)**

**Fax: 01582 393701**

**Email: [customerservices@m-h-m.co.uk](mailto:customerservices@m-h-m.co.uk)**

**[www.m-h-m.co.uk](http://www.m-h-m.co.uk)**

**Marlborough House Management**

**PO Box 1250**

**Luton**

**LU1 9FB**

\*The 0845 number allows customers calling from BT landlines to have their call charged at a 'lo-call' rate wherever they are in the country. Mobile and other providers' charges may vary.