QUBE
RESIDENTIAL

Complaints Procedure

We are committed to providing a professional service to all our clients and customers. When something goes wrong, we need you to tell us about it. This will help us to improve our standards.

If you have a complaint, please put it in writing, including as much detail as possible. We will then respond in line with the timeframes set out below. If you feel we have not sought to address your complaints within eight weeks, you may be able to refer your complaint to the Property Ombudsman to consider without our final viewpoint on the matter.

1. Firstly, please tell us what part of our service or procedure you are unhappy about and what you would like us to do to resolve the matter. You can do this by writing or emailing the head of department relating to your complaint.

   If your concerns are regarding property management, please email

   sean@quberesidential.com

   If your concerns are regarding Sales, Lettings in Liverpool or Manchester, please email

   craig@quberesidential.com

   If your concerns are regarding Sales or Lettings in Bolton, please email

   jade@quberesidential.com

   For anything else, please email

   jonathan@quberesidential.com

   - Your concerns will be considered by a head of department, who will investigate the matter.
   - We will send you written acknowledgment within three working days.
   - You will be told, in the written acknowledgment, who is to be responsible for investigating the issues raised.
   - Where possible you will then receive a detailed response within fifteen working days of our acknowledgment of your complaint.
   - If we do not hear from you within a further eight weeks from our response we will assume the matter has been addressed and close our file.
   - Should you have concerns in the meantime please contact the member of staff whose name appears on the letter of acknowledgment.

2. After receiving our response, if you feel your complaint has not been fully addressed please let us know again in writing.
   - Your letter will be acknowledged within three working days of receipt.
   - Your concerns will be considered by our Operations Director
   - A final response will be issued where possible, within fifteen working days of the acknowledgment of your request for a further review. If we are unable to respond within fifteen working days, we will inform you of when we anticipate answering your concern and informing you of your right to appeal to a third party.

3. We are committed to ensuring all concerns are fully and fairly addressed and we respect your right to refer any complaint to a third party for Alternative Dispute Resolution (ADR). In the event that our internal complaints handling procedure has been exhausted, you should note that the appropriate ADR entity is The Property Ombudsman – TPO.

   The Property Ombudsman should then be contacted directly.

The Property Ombudsman
Unit 159756
PO Box 7169
Poole
BH15 9EL
01722 333 306
admin@tpos.co.uk
www.tpos.co.uk

Please note the following:

You will need to submit your complaint to The Property Ombudsman within 12 months of receiving our final viewpoint letter, including any evidence to support your case.

The Property Ombudsman requires that all complaints are addressed through this in-house complaints procedure, before being submitted for an independent review.