

COMPLAINTS HANDLING PROCEDURE

I set out below the procedure that S.J. Gartside Property Management Services will follow in dealing with a complaint.

1. I (Steven Gartside) will personally deal with any complaints you have about myself, my personnel or any of the services we provide. If you have a question or if you would like to make a complaint, please do not hesitate to contact me via any of the following methods:

Telephone	01253 886336
Mobile	07973 401333
E-mail	steve@gartside.co.uk

2. If you have initially made your complaint verbally, whether face-to-face or over the phone, to any of our personnel, please also make it to me in writing to the email address given above.
3. Once I have received your written complaint, I will contact you by email within 7 days. At this stage I will give you my understanding of your case. I will also invite you to make further comments that you may have in relation to this.
4. Within twenty one days of your written summary, I will again email you, to inform you of my investigation into your complaint and let you know what actions will be taken.
5. If you remain dissatisfied with any aspect of my internal handling of your complaint, we may be able to appoint a mutually agreeable third party from a local office to undertake an independent assessment on your behalf or if we cannot agree, ask the President (for the time being) of the local branch of the Royal Institution of Chartered Surveyors to make the appointment. Alternatively (or in addition to) we can discuss whether we can agree to go to mediation according to the Centre for Effective Dispute Resolution (CEDR).
6. If your complaint relates to my services as a Commercial Energy Assessor and you remain dissatisfied with any aspect of my internal handling of your complaint, it will be escalated to my Accreditation Scheme. (see below for further information)

All complaints will be recorded and an appropriate client file will be opened, which will contain the following information.

1. Name of the complainant.
2. Date of the complaint.
3. Name of the personnel receiving the complaint.
4. Details and nature of the complaint.

5. Details of how the complaint was handled, any restrictions on the nature, content, or time qualification of the complaint with regard to insurers protocol, how the complaint was resolved, and the time taken to resolve the complaint.

After the investigation;

1. Information gained during the course of dealing with complaints will be taken into consideration when policy is formulated.
2. Disciplinary procedures may be one outcome of a complaint being made.

Complaints relating to my services as a Commercial Energy Assessor.

Please be aware that in addition to our general complaints handling procedure you can escalate your complaint to my accreditation scheme at any time and you are at no time deprived of their legal rights. Complaints that are escalated to the Scheme are logged by the Scheme and dealt with in accordance with the complaints procedure set out in the Scheme Document and the Scheme Complaints Procedure.

We will notify the Accreditation Scheme of any complaint we receive with details of the outcome if we were able to resolve the matter to your satisfaction. We will also keep a history of each complaint which will be made available to the scheme on request.

Where this complaints process does not resolve your complaint it will be referred to the Independent Appeal Panel which will consist of three members of the BRE Certification Governing Body or subsidiary Boards who:

1. have not been directly involved in the decision under appeal and
2. have no direct interest in the decision.

These procedures will be accessible and available at no cost at the point of access to customers and, where appropriate, provide effective redress.

Details of my accreditation body

16, St Johns Business Park,
Lutterworth,
Leicestershire,
LE17 4HB

01455 883 250

enquiries@elmhurstenergy.co.uk

www.elmhurstenergy.co.uk