



Customer Complaints Handling Procedure

As a member of the Property Ombudsman Scheme, Roberts Residential Ltd aim to provide the highest standards of service to all landlords and tenants, but to ensure that your interests are safeguarded, we offer the following:

If you believe you have a grievance, please write in the first instance to

Mrs. Kim Smith

Roberts

158 Charminster Road

Charminster

Bournemouth

BH8 8UU

Email: rentalaccounts@robertsproperty.co.uk

The grievance will be acknowledged within 3 working days, investigated thoroughly in accordance with established 'in-house' procedures and a reply sent to the complainant within seven working days of receipt of the letter, where it is reasonably possible. More complex complaints can take up to a maximum of 8 weeks to respond in full.

If the complainant is dissatisfied with the result of the internal investigation, please contact Mr Andrew Dawson of the firm, this will be responded to within 15 working days as per the code of practice.

If the complainant landlord/tenant remains dissatisfied, Roberts Residential Ltd will provide a referral to binding arbitration in accordance with the rules of the Property Ombudsman Scheme. You can refer a complaint to the Ombudsman if you remain unsatisfied. Complaints must be received by them within 12 months. Their details are:

The Property Ombudsman Ltd

Milford House

43-55 Milford Street

Salisbury

Wiltshire

SP1 2BP

Or call them on [01722 333306](tel:01722 333306) or visit their website at <https://www.tpos.co.uk/> for more details.