

COMPLAINTS PROCEDURE

At Burns Hamilton, we are committed to delivering exceptional service. However, we understand that there may be times when our service does not meet your expectations. If you have any concerns, we encourage you to let us know so that we can address the issue and look to enhance our services.

Step 1

Resolving your concern informally

We encourage you to first speak directly with your dedicated Property Manager. Often, issues can be resolved quickly and effectively without the need for escalation. If the matter is not resolved informally, you can proceed to our formal complaints process outlined below.

Step 2

Submitting a Formal Complaint

If you are unable to resolve your concern informally, you may submit a formal complaint:

- **Email** complaints@burnshamilton.co.uk
- **Post** Complaints, Burns Hamilton, Hawthorn House, 1 Lowther Gardens, Bournemouth, BH8 8NF

Please include your **tenant reference number** (found on any service charge demand) and a clear description of your complaint, including any proposed resolution you believe would address your concerns.

Once we receive your complaint:

- Our Complaints Team will acknowledge receipt within **3 working days** and confirm our expected response times.
- If additional clarification or information is needed, we will contact you.

Step 3

Stage 1 Review and Response

Your complaint will be reviewed by our Head of Property Management, who will thoroughly investigate the matter.

- You will receive a written response within **15 working days** from the date we acknowledge your complaint.
- This response will detail the outcome of our investigation and any actions we have taken or will take to address your concerns.

If you are satisfied with our response, no further action is required. However, if you feel the issue has not been adequately resolved, you may escalate your complaint to Stage 2.

Step 4

Stage 2 Escalation and Final Response

If you are not satisfied with the Stage 1 response, you may escalate the matter:

- **Deadline for escalation:** Within **4 weeks** of receiving our Stage 1 response.
- **How to escalate:** Submit your escalation in writing to complaints@burnshamilton.co.uk or by post to the address above.

Once we receive your escalation:

- We will acknowledge your request and confirm our response times.
- Your complaint will be reviewed by a Director of Burns Hamilton.

You will receive a **Final Response** within **21 working days** from the date of acknowledgement.

Step 5

Referring to The Property Ombudsman

If you remain dissatisfied after our Final Response, or if **more than 8 weeks** have passed since your initial complaint with no response, you have the right to refer the matter to **The Property Ombudsman** at no charge.

Contact details for The Property Ombudsman:

- **Post** Unit 159756, PO Box 7169, Poole, BH15 9EL
- **Email** admin@tpos.co.uk
- **Phone** 01722 333 306
- **Website** www.tpos.co.uk

Important Notes:

- Complaints to The Property Ombudsman must be submitted within **12 months** of receiving our Final Response.
- The Property Ombudsman requires you to complete our internal Complaints Procedure before submitting a complaint to them.

Your feedback is vital in helping us improve our services, and we are dedicated to resolving your concerns fairly and efficiently.

Additional Information

- We may request a face-to-face meeting or on-site discussion during the complaint process and kindly ask for your co-operation.
- All formal complaints are logged centrally, and their content may be shared with our Client.