

Customer Complaints Procedure

1. Our Commitment

We are committed to providing a professional, efficient, and courteous property management service. We welcome feedback and take all complaints seriously. We aim to resolve complaints fairly, promptly, and transparently.

2. What Is a Complaint?

A complaint is an expression of dissatisfaction about our service, actions, or lack of action that requires a response.

Examples include:

- Poor service standards.
- Failure to carry out agreed management duties.
- Delays in responding to enquiries.
- Poor communication.
- Errors in administration or accounting.
- Conduct of staff or contractors acting on our behalf.

This procedure does not apply to:

- Insurance claims.
- Matters subject to legal proceedings.
- Complaints concerning issues outside our control.
- Complaints about the level of service charge or rent itself (unless related to our administration of it).

3. How to Make a Complaint

Complaints should be submitted in writing by:

Email: info@melatproperties.com

Post: 167-169 Great Portland St, 5th Floor, London W1W 5PF, UK

Please include:

- Your full name.
- Property address.
- Contact details.
- Details of your complaint.
- Copies of any relevant correspondence or documents.

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- The outcome you are seeking.

4. Stage One – Formal Complaint

Upon receipt of your complaint:

- We will acknowledge receipt within **3 working days**.
- We will investigate the matter thoroughly.
- We will provide a written response within **15 working days**.

Where additional time is required, we will explain the reason for the delay and provide an updated timescale.

Our response will include:

- A summary of the complaint.
- Our findings.
- Any action we propose to take.
- Information on how to escalate the complaint if you remain dissatisfied.

5. Stage Two – Final Internal Review

If you are dissatisfied with our Stage One response, you may request a review.

Requests for review must be made within **28 days** of our Stage One response.

The review will be undertaken by a senior manager or director who has not previously been involved in the matter.

We will issue our final written response within **15 working days** of receiving the review request.

This response will set out:

- The outcome of the review.
- Our final position.
- Details of any remedial action.
- Information about referring the complaint to our redress scheme.

6. Independent Redress

If you remain dissatisfied after receiving our final written response, or if eight weeks have passed since the complaint was first made and it remains unresolved, you may refer the complaint to our independent redress provider.

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Our Redress Scheme:

Property Redress Scheme.

The redress scheme will independently review the complaint and may make recommendations or awards where appropriate.

7. Compensation and Remedies

Where a complaint is upheld, we may take one or more of the following actions:

- Issue a formal apology.
- Correct an error.
- Improve procedures.
- Arrange remedial work.
- Provide compensation where appropriate.

8. Confidentiality and Data Protection

All complaints will be handled in accordance with applicable UK data protection legislation. Information will only be used for the purpose of investigating and resolving the complaint.

9. Record Keeping

We maintain records of complaints and outcomes to help improve our services and ensure compliance with regulatory and redress scheme requirements.

Complaints Officer

Name: Nesereab Haile

Email: nas.h@melatproperties.com

Telephone: 0203 488 3620

Address: 167-169 Great Portland St, 5th Floor, London W1W 5PF, UK

Redress Scheme Membership

Scheme: Property Redress Scheme

Membership Number: PRS038864

This procedure is available free of charge upon request and on our website.