



COMPLAINTS & GRIEVANCE PROCEDURE

Broadleaf's aim is to provide lessees/residents with a good quality service at all times and should any problems arise, to deal with them as quickly and efficiently as possible.

In the event of a complaint, we have established the following procedure to ensure that complaints are dealt with as a matter of priority.

STEP 1

Please always use your Scheme Manager as the first point of contact for any complaint since he/she can quickly and amicably resolve the majority of problems.

STEP 2

If the Scheme Manager cannot resolve the problem, or your complaint is against him/her, you should write to the Estates Director at Broadleaf's Head Office, Manor View Offices, The Cross, Burley, Hampshire, BH24 4AB.

The Estates Director will respond, in writing, within 5 working days of receipt of your letter, acknowledging the complaint, giving the timescale to investigate the complaint and action being taken to resolve it (if applicable at this stage).

Once an investigation has been carried out the Estate Director will contact you to again to inform you of the action taken to resolve the complaint.

If you would prefer to have a face to face meeting with the Estates Director this will be arranged within one month after the initial response or within ten working days if you are prepared to travel to Broadleaf's offices.

STEP 3

If the Estates Director is still unable to resolve the problem, or you are still unhappy and feel that you have a serious and legitimate grievance, you should write directly to the Financial Director of Broadleaf Management Services Limited.

He will reply in writing within 5 working days of receipt of your letter with a solution or final answer to your problem. If preferred a face to face meeting with the Financial Director can be arranged along the same timescales as detailed above in Step 2.

Should you still be dissatisfied with the decision of the Financial Director we would suggest you consider contacting an independent agency specialising in advice and help in circumstances such as this. In this respect we can offer you the following information: -

Ombudsman Services

Broadleaf Management Services Limited are members of The Property Redress Scheme. The Scheme endeavours to offer an impartial, careful and cost effective review of complaints, after established procedures have been followed. Should you wish to contact The Property Redress Scheme please do so by contacting them:

The Property Redress Scheme
Elwood House
42 Lytton Road
Barnet
Herts, EN5 5BY

Telephone: 0333 321 9418
Web: www.theprs.co.uk

First-tier Tribunal

Some residential leasehold disputes can be resolved by the First-tier Tribunal (Property Chamber) – these include lease extenuations and lease enfranchisement, leasehold management, service charges and Right of First Refusal as well as Right to Manage decisions and Breaches of Lease decisions. An application would need to be made to your local First-tier Tribunal office.

Please note: Broadleaf Management Services Limited do not and cannot deal with anonymous complaints.