



Pier Management Ltd Complaints Handling Policy

Our complaints policy

We are committed to providing a high-quality service to all our customers. When something goes wrong, we need you to tell us about it. This will help us to improve our standards.

If you have a complaint, please email us at complaints@piermanagement.com or write to the 'Complaints department' with the details. Investigating and considering your complaint will take approximately eight weeks. If your complaint remains unresolved after this period or you are not happy with our findings, you may wish to escalate the complaint to the Property Redress Scheme who are an independent body.

Process:

1. If you have a complaint we ask that you first contact the individual you have been dealing with to advise of your dissatisfaction. If appropriate, it may be that a meeting is held to discuss the complaint.
2. If this first approach yields no satisfactory results then we request that you place your complaint in writing either by letter addressed to the 'complaints department' or by email to complaints@piermanagement.com. Upon receipt the relevant department manager will review the complaint and respond. If your complaint is about the manager of that department it will automatically be escalated to their superior to review.
3. We request that your formal complaint clearly stipulates your name, address, property address (if different from your correspondence address), full details of your complaint and your suggested remedy.
4. You will receive a letter or email acknowledging receipt of your complaint within five working days of us receiving it and advising that we will be investigating the matter further. You should receive a full response along with any supporting information within 28 days thereafter.
5. Should you remain unsatisfied with the answers provided you can ask for the case to be passed to a senior manager. Again we would request that you detail fully, the details of your dissatisfaction and how you wish for the matter to be resolved. At this stage, an independent review will be undertaken and we will endeavour to respond fully within 28 days. This response will reflect the Company's final viewpoint on the matter.
6. If you are still not satisfied, you are at liberty to contact the Property Redress Scheme. This is an independent agency of which we are a member. You can download a complaints form from their website at <https://www.theprs.co.uk/>

NB: Should your complaint concern the handling of your personal data we would request that you exhaust the above process in the usual manner. If, after exhausting that process your complaint remains unresolved, you will be at liberty to contact the Information Commissioner's Office who will review the complaint. Details can be found at www.ico.org.uk and a copy of our Data Protection Policy can be provided upon request or found on our website.