

**COMPLAINTS HANDLING**  
**NAPIER MANAGEMENT SERVICE LIMITED**

**COMPLAINTS PROCEDURE**

**MAKING COMMENTS AND COMPLAINTS ABOUT OUR SERVICES**

We are always keen to find ways of improving the services we give. Your comments and complaints can help us put things right, if they go wrong. They also help us understand what we should do differently to improve our services in the future.

**What can I complain about?**

1. You can complain about any aspect of our services, including how we have handled an issue
2. We want to be clear about the standards we aim for, so that you can tell us that we met them, or not. Each area of our business has its own standards, as set out in our contract.

**When can I complain?**

1. If you think we have got something wrong, please tell us as soon as possible so that we can try to put it right.
2. You can complain to us at any time, but preferably within three months of the issue complained about.

**How do I complain?**

**Stage 1 Complaint**

1. You can complain by telephone, email or letter.
2. We will see if there is anything we can do there and then to address your concerns. If we cannot we will pass your complaint to someone who can deal with it, normally the Operations Manager.
3. We will acknowledge your complaint within five working days.
4. We will consider your complaint and give you a response within three weeks.

## **What should I do if I am still unhappy?**

### Stage 2 Complaint

1. If you are unhappy with our response to your complaint you can write to tell us why.
2. Your complaint will be considered again by someone who has not been involved either in your complaint about our services or in Stage 1 mentioned above. As a small company, this will probably be one of the other directors or our principal, Mr T Ebel, care of these offices.
3. We will acknowledge your Stage 2 complaint within five working days.
4. We will consider your Stage 2 complaint and give you a response within three weeks.

The decision at this stage is the end of our internal complaints procedure.

### Stage 3 Complaint

Napier Management Services are members of The Property Redress Scheme to deal with complaints that are not satisfied using the in house complaints procedure detailed here.

If we reach this point, Napier will write to you providing contact details for The Property Redress Scheme and enclosing their brochure to explain the process in full to you. If you wish to find out more at this stage you can find their website at <https://www.theprs.co.uk>

If the complainant is still not satisfied after the last stage of the in-house complaint procedure (or more than 8 weeks has elapsed since the complaint was first made) then he/she can take the matter up with the The Property Redress Scheme without charge