

PROCESS & PROCEDURE

Complaints Procedure

Reference	Complaints	Version	1.0
Owner	Property Management	Issue date	October 2026
Applies to	England and Wales	Next review	October 2027

1. OUR COMMITMENT

At Enhance Estate and Property Management Limited (“Enhance”), we are committed to delivering high-quality services to our clients and residents. However, we recognise that, despite our best efforts, things can occasionally go wrong. If our service falls short of your expectations, we want to hear from you. We aim to handle every complaint promptly, fairly and transparently, and to learn from what you tell us. There is no charge for using this procedure, and we will make reasonable adjustments if you need help to make a complaint. We record all complaints and review them regularly so that we can improve our services.

2. HOW TO MAKE A COMPLAINT

Please put your complaint in writing, clearly outlining the nature of the issue and providing as much relevant detail as possible, and send it to:

- **Email:** contact@enhancemanagement.co.uk
- **Post:** Complaints, Enhance Estate and Property Management Limited, The Lambourn, Wyndyke Furlong, Abingdon, OX14 1UJ

We recommend keeping copies of all correspondence with us, as well as records of any related telephone conversations.

3. HOW WE WILL DEAL WITH YOUR COMPLAINT

Stage	What happens	Timescale
Acknowledgement	We will acknowledge your complaint, enclosing a copy of this procedure.	Within 3 working days of receipt
Stage 1 – Investigation	A senior team member will review your file, speak to the staff involved and send you a written outcome on each point raised.	Within 15 working days of our acknowledgement

Stage	What happens	Timescale
Stage 2 – Director review	If you are still not satisfied, a Director not previously involved will carry out a separate review and send you our final viewpoint in writing.	Within 15 working days of your request
Independent review	If you remain dissatisfied, or more than 8 weeks have passed since you first complained, you may refer your complaint to The Property Ombudsman free of charge.	Within 12 months of our final viewpoint

If we need more time, for example while waiting for information from a contractor or the landlord, we will tell you why and give you a new date.

4. SERVICE CHARGE, LEASE AND LANDLORD MATTERS

- Where a complaint concerns a decision made by the landlord rather than by Enhance, we will tell you and pass it to the landlord for a response.
- Disputes about whether service charges or administration charges are reasonable or payable can be decided by the First-tier Tribunal (Property Chamber) in England or the Leasehold Valuation Tribunal in Wales.
- You may pay disputed charges under protest while your complaint is considered. Withholding payment may lead to recovery action under the terms of your lease.

5. THE PROPERTY OMBUDSMAN

Enhance is a member of The Property Ombudsman (TPO). The Ombudsman requires all complaints to go through this in-house procedure first. You must refer your complaint to the Ombudsman within 12 months of receiving our final viewpoint letter or email, including any evidence to support your case.

Contact: The Property Ombudsman, Unit 159756, PO Box 7169, Poole, BH15 9EL | 01722 333 306 | admin@tpos.co.uk | www.tpos.co.uk