

COMPLAINTS PROCEDURE FOR ENHANCE ESTATE AND PROPERTY MANAGEMENT LIMITED

At 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 have a clear complaints procedure in place to ensure that any concerns are handled promptly, fairly, and transparently. Our aim is to resolve issues efficiently while minimising any further inconvenience or frustration.

To help us address your complaint effectively, please submit it in writing, clearly outlining the nature of the issue and providing as much relevant detail as possible and email to contact@enhancemanagement.co.uk or post to 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.

We will respond to your complaint within the timeframes outlined below.

- We will send you a letter/email acknowledging receipt of your complaint within three working days of receiving it, enclosing a copy of this procedure. We will then investigate your complaint. This will normally be dealt with by one of our Senior team members in the first instance who will review your file and speak to the member of staff who dealt with you. A formal written outcome of our investigation will be sent to you within 15 working days of sending the acknowledgement letter/email.
- If, at this stage, you are still not satisfied, you should contact us again and we will arrange for a separate review to take place at Director level. We will write to you within 15 working days of receiving your request for a review, confirming our final viewpoint on the matter.
- If you are still not satisfied after the last stage of the in-house complaint's procedure (or more than 8 weeks has elapsed since the complaint was first made) you can request an independent review from The Property Ombudsman without charge.

The Property Ombudsman
Unit 159756
PO Box 7169
Poole
BH15 9EL

Phone: 01722 333 306

Web: <https://www.tpos.co.uk/consumers/make-a-complaint/>

Please note the following:

You will need to submit your complaint to The Property Ombudsman within 12 months of receiving our final viewpoint letter/email, including any evidence to support your case. The Property Ombudsman requires that all complaints are addressed through this in-house complaint's procedure, before being submitted for an independent review.