

# Complaints Handling Procedure (CHP)



We are committed to providing an excellent professional service to all our clients and customers, but sometimes things can go wrong, or you might feel that we have not met your needs fully. When something goes wrong, or you have a complaint to make, your feedback matters to us. Please do tell us about it as this will help us to improve our standards.

If you have a complaint please put it in writing, including as much detail as possible. We will then respond in line with the timeframes and 3 stage process set out below. Items that are not normally considered to be issues covered by our complaints handling procedure would be items such as general enquires, complaints regarding other residents or perhaps defects inside your own property unless they are caused by a problem in the communal areas that we manage.

We know that making a complaint can be stressful and we have therefore set out below a step-by-step guide to the processes available in making a formal complaint. We hope to review and resolve your concerns, the basis of your complaint quickly, fully and fairly.

Please address any complaints in writing to:

Property Services Manager  
Michael Laurie Magar Ltd.  
1 The Beacons  
Hatfield  
Hertfordshire  
AL10 8RS

Or via email to:

[complaints@mlmproperty.co.uk](mailto:complaints@mlmproperty.co.uk)

You will need to make sure that you quote your tenant reference number and once a CHP number has been assigned to your case, you will need to make sure that you quote this number in all correspondence related to your complaint to ensure MLM can reply fully and properly within the set time limits we set for each stage of the complaints.

## **What will happen next?**

### **Stage 1 – Investigation Stage**

We will send you a letter acknowledging receipt of your complaint within **3 working days** of receiving it, enclosing a copy of this procedure and assigning a CHP reference number to be quoted on all correspondence related to the complaint. This will assist in restricting delays in dealing with your complaint.

We will then investigate your complaint. A formal written outcome of our investigation will be sent to you within **15 working days** of sending the acknowledgement letter. Occasionally we may require additional time to investigate your complaint, and we will notify you of any such delay.

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## Stage 2 – Review Stage

If, you are unhappy or not satisfied with our response to your complaint, you should contact us again and we will arrange for a separate review to take place by a senior member of staff.

We will write to you within **15 working days** of receiving your request for a review, confirming our final viewpoint on the matter. Occasionally we may require additional time to investigate your complaint, and we will notify you of any such delay.

## Stage 3 – Independent Review Stage

We always try to fully resolve concerns ourselves. If we cannot do so and have reached deadlock (or more than 8 weeks has elapsed since your complaint was first made), you can seek a free and independent review of our actions within the next 12 months. We will advise you of your options in our Stage 2 response, but most complaints will be referred to The Property Ombudsman Service (TPOS) or the Building Safety Regulator – we will let you know whether the Ombudsmen or Regulator is appropriate for the external review.

You can escalate your complaint free of charge to one of the following services, which will be confirmed for you in our Stage 2 Response:

### The Property Ombudsman Service

- Telephone: 01722 333 306
- Email: [admin@tpos.co.uk](mailto:admin@tpos.co.uk)
- Post: The Property Ombudsman Service, Milford House, 43-55 Milford Street, Salisbury, SP1 2BP
- Website: Visit The Property Ombudsman Service website [here](#)

### Building Safety Regulator

- Telephone: 0300 790 6787
- Website: [Contact the Building Safety Regulator – GOV.UK \(www.gov.uk\)](#), [Building Safety Regulator – Building safety – HSE](#)

### The Energy Ombudsman

- Post: Energy Ombudsman P.O. Box 966. Warrington, WA4 9DF
- Email: [enquiry@energyombudsman.org](mailto:enquiry@energyombudsman.org)

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