



Wildheart Residential Management Limited – In-House Complaints Procedure

We are committed to providing a professional service to all our clients, lessees, landlords and tenants. 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 put it in writing in the first instance to **Matt Pears** at the address below:

**Wildheart Residential Management Ltd
Octagon House
20 Hook Road
Epsom
Surrey
KT19 8TR**

Please include as much detail as possible when writing to us.

We will then respond in line with the timeframes set out below (if you feel we have not sought to address your complaints within eight weeks, you may be able to refer your complaint to the Property Ombudsman to consider without our final viewpoint on the matter).

What will happen next?

- We will send you a letter acknowledging receipt of your complaint within three working days of receiving it, enclosing a copy of this procedure.
- We will then investigate your complaint. Depending on the nature and location of your complaint, this will be dealt with by one of the following parties 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. If we require longer than this timescale we will advise you in writing and confirm our revised response date.
 - Matt Pears – Head of Residential
 - Dabeer Ahmed – Head of Leasehold Management (London & Home Counties)
 - Nigel Stonard – Head of Leasehold Management (Southern)
 - Mike Rajfur – Head of Leasehold Management (Midlands & North)
- If, at this stage, you are still not satisfied, you should contact Simon Halls, our Managing Director, who will write to you within 15 working days of receiving your request for a review, confirming our final viewpoint on the matter.

If you remain dissatisfied, you can then contact The Property Ombudsman to request an independent review:

**The Property Ombudsman Ltd
Milford House
43-45 Milford Street
Salisbury
Wiltshire
SP1 2BP
01722 333 306
www.tpos.co.uk**

Please note the following:

You will need to submit your complaint to The Property Ombudsman within 12 months of receiving our final viewpoint letter, including any evidence to support your case.

The Property Ombudsman requires that all complaints are addressed through this in-house complaints procedure, before being submitted for an independent review.