

Lornham Limited Formal Complaints Procedure

We understand that, from time to time, things may go wrong, but we will deal with your complaint ensuring all relevant legislation, codes of practice, the covenants of your lease or transfer are taken into account. If you are not satisfied with the way we have delivered a service to you or feel that we have failed to keep you informed or you feel you have suffered inappropriate behaviour or treatment from our staff, we ask you to follow the complaints procedure set out below.

Our Complaints Procedure:

1. In the first instance, any complaints will be dealt with by the property manager appointed to undertake daily management and any problems should be dealt with quickly. If the manager is unable to satisfy the complaint by resolving the issue, then the manager will refer this to their Team Leader.
2. Once an issue has become impossible to resolve through discussion with the appointed manager and their Team Leader, it should be referred to the Head of Property Management.
3. Any dissatisfaction that relates to the management of the building, the conduct of staff, or the response to earlier complaints, should be brought to the attention of the Team Leader. This can be done in two ways, either by informal discussion with the Team Leader or by submitting the complaint in writing.

In either instance the matter should be raised in the following way:

- a) Bring your complaint to the relevant Team Leader, copied also to the Head of Property Management. We will acknowledge the receipt of your complaint within three working days.
- b) Allow 15 working days for us to investigate and respond.
- c) If the matter is still not resolved. Your satisfaction should contact us again, and we will arrange for a separate review to take place by a senior member of staff. We will inform you of the review findings and confirm our final point of view within 15 working days of receiving your request for a review.
- d) If the matter is still not resolved to your satisfaction, or more than 8 weeks have elapsed since the complaint was first made, then it should be referred to The Property Ombudsman for them to review.

ChatGPT (or similar) Policy:

If we deem your complaint to have been produced via ChatGPT (or similar), we will only respond to the points we believe to be pertinent or relevant.

Contact Details:

The Property Ombudsman: The Property Ombudsman Ltd Millford House, 43-55 Milford Street Salisbury, Wiltshire, SP1 2BP, 01722 333 306, admin@tpos.co.uk, www.tpos.co.uk

Lornham Ltd: Head of Property Management: Rupert Wertheimer, 020 7724 4777, rwertheimer@lornham.com

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.



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