

We are committed to providing a professional service to all our clients and customers. If things go wrong, we need you to tell us about them. This will help us to improve our service going forward and resolve issues as soon as possible.

We would hope to resolve most issues through informal communication. However, if you wish to raise a formal complaint, please put this in writing (letter or email) to us. We will then aim to acknowledge and respond in line with the timescales and stages set out below. The process should take no longer than 8 weeks.

STEP 1 – YOUR COMPLAINT

Please put your complaint in writing, either by letter or email. Please include as much detail as possible, including dates, name of any members of staff you dealt with, and attach any supporting evidence.
info@modburyestates.co.uk

Complaints Department
Modbury Estates
Queensgate House
48 Queen Street
Exeter
EX4 3SR

STEP 2 – OUR ACKNOWLEDGEMENT

Your complaint will be acknowledged, and we will start our in-house complaints process.
We aim to respond within **3 working days** of receiving your complaint.

STEP 3 – OUR INVESTIGATION

Your complaint will be investigated, and we will provide a formal written response addressing your specific complaints and proposing resolutions where appropriate.
We aim to respond within **15 working days** of receiving your complaint.

STEP 4 – OUR FINAL INVESTIGATION

If you remain unhappy, a final investigation will be carried out and we will provide a written response outlining our final position and proposing resolutions where appropriate.
We aim to respond within **15 working days** of receiving your complaint.

STEP 5 – REFERRAL

For complaints about our obligations to you

If the complainant is still not satisfied after the last stage of the in-house complaint procedure (or more than 8 weeks has elapsed since the complaint was first made) then the complainant can take the matter up with The Property Ombudsman without charge.

You can refer your complaint to the Property Ombudsman:

The Property Ombudsman
Milford House
43-55 Milford Street
Salisbury
01722 333306

www.tpos.co.uk
admin@tpos.co.uk

You must refer your complaint to the Ombudsman within 12 months of receiving your final investigation letter.

For complaints about your lease or service charge

You can refer to the First-Tier Tribunal for issues relating to your lease. For example:

Increases in service charges and estate charges,
The fairness of charges applied in line with your lease,
The quality of management services provided,
Consultation on major works and contractors,

Operates 5 regional tribunals in England:

<https://www.gov.uk/courts-tribunals/first-tier-tribunal-property-chamber>