



Complaints Procedure

Y&Y Management Ltd. Is a member of the Property Ombudsman and aims to provide the highest standard of service to all customers. To ensure your interests are safeguarded a complaints procedure has been introduced. This provides for the matter to be dealt with internally by the firm and in the event that we are not able to deal with the issue to our mutual satisfaction by reference to the Property Ombudsman.

If you believe you have a complaint please follow the procedure below:

Stage 1: Try and resolve with your assigned property manager. Please place your complaint in writing to our office address for the attention of your property manager. If you are not sure who your property manager is then please call 020 8211 1550 . The complaint should be acknowledged within 3 working days and a formal response should be sent to you within 15 days.

Stage 2: If you are not satisfied with the outcome you are provided with a further opportunity to have the complaint reviewed by our Managing Director / senior partner Mr. Joe Gurvits. The complaint should be addressed to us C/O Managing Director.

In the event that this final review still fails to satisfy your complaint then you are at liberty to have the matter referred to the Property Ombudsman. We will submit our file to the Ombudsman on request. You are also entitled to have your complaint referred to the Ombudsman on request. You are also entitled to have your complaints referred to the Ombudsman should we fail to deal with matters promptly or do not comply with our in house procedures within 8 weeks from the date we receive your written notification

Our address and telephone numbers appear on the bottom of this letter.

The Property Ombudsman
Milford House
43-45 Milford Street
Salisbury
Wiltshire, SP1 2BP
Tel: 01722 333 306
Email: admin@tpos.co.uk
Web: www.tpos.co.uk

This firm does not accept service of documents by e mail or fax

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