

Complaints Procedure for Optimum Prestige Homes

Introduction

At Optimum Prestige Homes, we are committed to providing high-quality property management services. We recognise, however, that there may be times when our service does not meet your expectations. This procedure outlines how to make a complaint, as well as how we will handle it.

How to Make a Complaint

1. Informal Resolution: Before making a formal complaint, we encourage you to discuss your concern with the relevant member of our team. Many issues can be resolved quickly and informally this way.

2. Formal Complaint:

- If your issue cannot be resolved informally, please submit your complaint in writing. You can do this by email, letter, or through our website, providing as much detail as possible about your concern, including dates, names, and any other relevant information.

- Contact details for complaints:

- Email: manager@optimumprestige.com

- Postal Address: 3 Amberley Court, County Oak Way, Crawley, RH11 7XL

- Online Form:

Complaints Process

1. Acknowledgement: We will acknowledge receipt of your complaint within 3 working days, providing you with the name and contact details of the person handling your complaint.

2. Investigation: Your complaint will be investigated thoroughly. This may involve reviewing documentation, speaking with the relevant parties, and gathering all necessary information to ensure a fair assessment.

3. Response: We aim to provide a final response to your complaint within 15 working days. If we are unable to meet this deadline, we will inform you of the reason for the delay and provide a new timeframe.

4. Resolution: Our response will include a detailed explanation of our findings, any actions we have taken, and proposals to resolve your complaint.

Escalation

If you are not satisfied with the outcome of your complaint, you can escalate the matter to a senior manager or director for review. Details of how to do this will be provided in our initial response to your complaint.

External Resolution

Should you remain dissatisfied with the final outcome, or if your complaint has not been resolved within 8 weeks, you may have the right to take your complaint to an external body, such as the Property Ombudsman or another relevant regulatory authority.

Feedback

We welcome feedback on our complaints process and are committed to reviewing it regularly to ensure it meets the needs of our clients.

Contact Us

For any questions about our complaints procedure or to discuss a concern informally, please contact us at info@optimumprestige.com