



Aspire Residential – Complaints Procedure

At Aspire Residential we are committed to providing our customers with the very best service and meeting the highest professional standards. We always welcome constructive feedback from our clients so we can continue to improve what we do and how we do it.

Despite our best efforts, we understand that sometimes things don't work out as you planned, or that you may feel we did not live up to the exacting standards that we set ourselves. If this is the case, then we ask that you contact us to explain your concerns and allow us to undertake a thorough investigation. To ensure that we deal with the matter appropriately, we use the following complaints management procedure.

At first instance, we ask that you contact one of our Directors and provide them with a written summary of your complaint including sufficient information to allow us to fully investigate the matter. You can contact our Directors by letter, or e-mail, at the addresses noted on our website.

We will advise you within 3 working days that we have received your written complaint and confirm to you our understanding of the matter. At this stage, we will advise whether we require any further details from you to proceed.

Once we confirm that we fully understand your complaint, we will undertake an appropriate investigation. Within 15 days of receiving your written complaint, you will be provided with our written response which will detail our findings and any further proposed action we plan to take.

If, after receiving our written response, you feel your complaint remains unresolved, or you are unsatisfied with the outcome, you may escalate the matter by requesting that a second Director at Aspire Residential conduct a further review. Again, you will receive our findings and proposed actions within 15 days of our receiving your request for this further review.

We hope that we are able to deal with the significant majority of complaints through this internal procedure. However, in the event that you are still not satisfied with our responses or how the matter has been dealt with, then you may, under our redress scheme, refer the matter to The Property Ombudsman (TPO).

Ahead of referring the matter to TPO, it is important that you follow the prescribed process noted above. Any complaint to TPO must take place within 12 months following the date on which your complaint was initially reported to Aspire Residential.

The Property Ombudsman can be contacted at Milford House, 43-55 Milford Street, Salisbury, Wiltshire, SP1 2BP, Telephone 01722 333306. The TPO website can be found at www.tpos.co.uk.

We thank you for any feedback we receive. We are committed to being the best at what we do.