

COMPLAINTS HANDLING PROCEDURE

The property management company at Bournehurst, PCI Investment Ltd, seeks to provide the highest standards and professional conduct in all aspects of our service delivery to our customers. It goes without saying that honesty and integrity is firmly embedded in our culture. If you have cause to request this procedure note, may we firstly apologise in advance for any distress or inconvenience you have experienced prior to taking this course of action.

We thank you for allowing us the opportunity to rectify the situation and will aim to listen to and work with you to resolve your complaint through the channels set out below with speed and efficiency.

Whilst no business likes to receive complaints, we welcome the feedback from our customers in order that we can work on improving our service. Below is the procedure which we will follow.

PROCEDURE

Before making a formal complaint, you should make informal contact with PCI Investment Ltd who will aim to resolve any issues you are experiencing. In the event that your complaint is not resolved to your satisfaction then you will need to make a formal complaint as detailed below.

PCI Investment Ltd is a managing agent providing a service and as such any formal complaint must be in relation to the service provided and not about building defects or other matters outside of the responsibility of PCI Investment Ltd.

FORMAL COMPLAINT - STAGE ONE

Please put your complaint in writing either by post or email as set out below.

We will acknowledge receipt of your complaint, if you do not receive an acknowledgement, please contact us to ensure it has been received.

Your complaint will be reviewed and investigated and we will respond to you in within 10 working days to request further information or with a resolution to your complaint. If we require further information you will be asked to reply within 10 working days in order that we can continue our investigations.

CONTACT DETAILS

By post: PCI Investment Ltd, UK Office, Marinus, Medina road, Cowes, Isle of Wight PO31 7XF

By email: services@bournehurst.co.uk

Please ensure you head your correspondence with "Formal Complaint – Stage 1"

FORMAL COMPLAINT – STAGE TWO

Should you not be satisfied with the result of your complaint or feel the handling was unsatisfactory then you can make a further complaint in writing as detailed below.

In order for us to be able to review the complaint further you should confirm why you are not satisfied with the result of your complaint or the handling of your complaint at Stage One.



Your complaint will be reviewed by a senior manager who will respond to you within 15 working days from the receipt of your complaint or will contact you to request further information which you will be asked to reply to within 10 working days.

MANAGEMENT CONTACT DETAILS

By post: PCI Investment Ltd, UK Office, Marinus, Medina road, Cowes, Isle of Wight PO31 7XF
By email: services@bournehurst.co.uk Please ensure you head your correspondence with “Formal Complaint – Stage 2”

In the event that you are still not satisfied with the outcome or how your complaint has been handled we offer access to a redress scheme.

You can refer to the Property Redress Scheme where your complaint has not been resolved within 8 weeks from commencing our formal complaints procedure.

REDRESS SCHEME:

The Property Redress Scheme
www.theprs.co.uk
info@theprs.co.uk
0333 321 9418

