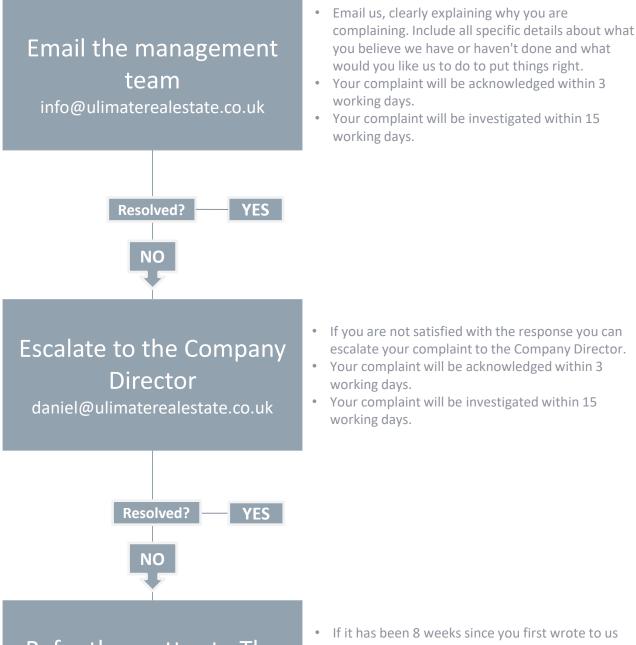
## PROPERTY MANAGEMENT COMPLAINTS PROCEDURE



Refer the matter to The Property Ombudsman

- If it has been 8 weeks since you first wrote to us and we have not resolved your complaint satisfactorily, you can request an independent review by <u>The Property Ombudsman</u>.
- Please remember to do so within 12 months of your unresolved complaint.