

PROPERTY MANAGEMENT COMPLAINTS PROCEDURE

Email the management
team
info@ulimaterealestate.co.uk

- Email us, clearly explaining why you are complaining. Include all specific details about what you believe we have or haven't done and what would you like us to do to put things right.
- Your complaint will be acknowledged within 3 working days.
- Your complaint will be investigated within 15 working days.

Resolved? — YES

NO

Escalate to the Company
Director
daniel@ulimaterealestate.co.uk

- If you are not satisfied with the response you can escalate your complaint to the Company Director.
- Your complaint will be acknowledged within 3 working days.
- Your complaint will be investigated within 15 working days.

Resolved? — YES

NO

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 [The Property Ombudsman](#).
- Please remember to do so within 12 months of your unresolved complaint.