

COMPLAINTS HANDLING PROCEDURE

This document represents the procedure to be followed when a complaint is made to UNEK Building Consultants.

Appointed Person for Handling Complaints

The appointed person within UNEK Building Consultants who deals with complaints is Mr H Unek, see contact details below.

Tel: 0203 876 5818 **Mob:** 07570379423 **Email:** hu@unek.co.uk

STAGE 1

Internal complaints procedure

1. If a verbal complaint is made, the complainant will be requested to make its complaint in writing.
2. On receipt of a written complaint, the complaint will be acknowledged within 14 days.
3. The complaint will be given full consideration by the appointed person.
4. Every effort will be made to respond fully to the complaint within 28 days. If the complaint cannot be responded to fully, an update will be given.
5. If the complaint cannot be resolved, the complainant will be advised in writing that the internal complaints procedure (Stage 1) has been exhausted. Details of the independent redress mechanism (Stage 2) will be included.

STAGE 2

Independent redress mechanism

Where stage 1 has been exhausted and the complaint has not been resolved, provision has been made for the complainant to take its case to an independent redress mechanism should they wish to. The independent redress mechanism used by UNEK Building Consultants is The Property Ombudsman, see contact details below.

Tel: 01722333306 **Email:** admin@tpos.co.uk **Web:** <https://www.tpos.co.uk/>

Document Version	Revision Date	Authorised by
02	20.08.2020	H Unek