

## Complaints Procedure

### OVERVIEW

Gena Property Management aims to provide the highest level of service to our leaseholders. We recognize problems may arise from time to time that causes leaseholders to be dissatisfied. Our complaints procedure below has been drawn up to resolve these situations as expeditiously as possible, in a transparent manner that is fair and equitable to all parties.

#### 1. FORMAL COMPLAINT

If you are dissatisfied with an aspect of our service and feel a formal complaint is necessary, please fill out our Complaints Form found on the Gena Online tab on our website [www.genapm.com](http://www.genapm.com). If you do not have internet access, you may send the written complaint to Gena Property Management, PO Box 67107, London, SW11 9DQ.

#### 2. ACKNOWLEDGEMENT AND REVIEW

The complaint will be reviewed and acknowledged by a Company Director, usually within 24 hours and no longer than 3 working days.

#### 3. INVESTIGATION AND FORMAL REPLY

The complaint will be fully investigated, and you may be asked to provide further information and comments to aid the investigation. A formal reply and proposed response to the problem, including specific timescales for resolution, will be sent within 15 days of receipt of the formal complaint.

#### 4. FACE-TO-FACE MEETING

If the situation remains unresolved after the proposed response has been implemented, the complainant may be asked to attend a face-to-face meeting with one of our Company Directors to further discuss in person how to address the problem.

#### 5. OMBUDSMAN

In the unlikely event the complainant still remains dissatisfied at this stage, the matter may be referred to The Property Ombudsman. Gena Property will submit our file to the Ombudsman on request. However, please be aware the Ombudsman will only address a complaint after Gena Property has been given a reasonable chance to resolve the matter within 8 weeks of written notification of the problem.

The Property Ombudsman, Milford House, 43-55 Milford Street, Salisbury, Wiltshire SP1 2BP.

Tel: 01722 333306 Fax: 01722 332296

Gena Property Management Limited

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