

Complaints Handling Procedure

Our Commitment

At Bright Hill Properties, we are committed to providing a professional, courteous and high-quality service to all of our clients, tenants, landlords and applicants.

If we fall short of the standards you expect, we want to know. Your feedback helps us improve our service, and we will always aim to resolve complaints fairly, promptly and transparently.

Most concerns can be resolved quickly by speaking with the member of staff dealing with your matter. If this is not possible, please follow our formal complaints procedure below.

Stage One – Initial Complaint

Please put your complaint in writing and provide as much information as possible, including:

- Your full name and contact details.
- The property address (if applicable).
- A clear description of your complaint.
- Copies of any supporting documents or correspondence.
- Details of the outcome you are seeking.

Please send your complaint to:

Bright Hill Properties

Email: jjackson@brighthillproperties.co.uk

Telephone: [0208 287 5014](tel:02082875014)

Post: Bright Hill Properties, 71 Houlton Road, Richmond, TW10 6DB.

We will acknowledge receipt of your complaint within 3 working days.

A senior member of staff will investigate the matter independently where possible.

We aim to provide our full written response within 15 working days of receiving your complaint.

Stage Two – Final Review

If you remain dissatisfied with our Stage One response, you may request a final review.

Your request should explain why you remain dissatisfied and provide any additional information you would like us to consider.

A Director or senior member of management who has not previously been involved (where practicable) will carry out a final review.

We aim to issue our Final View Letter within 15 working days of receiving your request.

If additional time is required due to the complexity of the complaint, we will explain why and keep you informed of progress.

The Property Ombudsman

Bright Hill Properties is a member of The Property Ombudsman (TPO).

If you remain dissatisfied after receiving our Final View Letter, or if eight weeks have passed since you first made your formal complaint and we have not resolved the matter, you may refer your complaint to The Property Ombudsman.

The Property Ombudsman provides an independent and impartial dispute resolution service.

Complaints must normally be referred to TPO within 12 months of receiving our Final View Letter.

The Property Ombudsman

Milford House, 43–55 Milford Street, Salisbury, Wiltshire, SP1 2BP

Telephone: [01722 333 306](tel:01722333306)

Website: www.tpos.co.uk

What We Will Do

When investigating your complaint, we will:

- Treat your complaint fairly and impartially.

- Investigate all relevant facts.
- Keep your information confidential.
- Keep you updated if our investigation takes longer than expected.
- Explain our findings clearly.
- Take appropriate action where improvements are identified.

What We Ask From You

To help us investigate your complaint efficiently, we ask that you:

- Provide accurate and complete information.
- Respond promptly to requests for additional information.
- Treat our staff with courtesy and respect.
- Allow us reasonable time to investigate the matter fully.

Complaints We Cannot Consider

We may be unable to investigate complaints that:

- Are subject to ongoing court proceedings.
- Relate to matters already determined by a court or tribunal.
- Concern issues outside our control or legal responsibilities.
- Are submitted anonymously where we cannot investigate effectively.

Continuous Improvement

Every complaint is reviewed to help us improve our service, policies and procedures.

We value feedback and use it to identify opportunities to enhance the experience we provide to our landlords, tenants and applicants.

Contact Us

If you have any questions about this Complaints Handling Procedure, please contact us.

Bright Hill Properties

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Email: jjackson@brighthillproperties.co.uk

Bright Hill Properties is the trading name of Bright Hill Properties Limited, registered in England and Wales, Company No. 11566868.