

# Have a complaint you want to escalate?

We hope that your building manager will be able to resolve any complaint you have, however in the event that they are unable to do so, we have two additional ways to come to a resolution; via our head office and secondly through the ombudsman, The PRS.

Please read through and follow the process below and hopefully we can get to a resolution as soon as possible. We have put conversation at the heart of our complaints process so we can fully understand the situation and hope you feel heard and understood throughout.



## **Stage 1: Building Management**

In the first instance please share the complaint to your building manager on [hello@clarendonqtr.co.uk](mailto:hello@clarendonqtr.co.uk). Please ensure the subject matter or content makes it clear this is a formal complaint. The General Manager will have a conversation with you either in person or on the phone.



They will acknowledge your complaint within 2 working days and you will be offered a formal response within 7 working days.

## **Stage 2: Head Office Escalation**



If the response is not to your satisfaction please send an email to this address [complaints@clarendonqtr.co.uk](mailto:complaints@clarendonqtr.co.uk). Please include any information that you would like us to know. A member of the head office team will have a telephone call with you to gain a greater understanding and will then investigate it further. You will receive a formal response with our suggested resolution and an explanation of how we will be taking preventative action to avoid a similar issue happening again.



You will get an acknowledgement within 2 working days and a formal response within 12 working days.

## **Stage 3: Property Redress scheme.**



If you are still not satisfied please contact the Property redress scheme within 12 months of the initial complaint. They are an independent ombudsman that we work with. Please email [info@theprs.co.uk](mailto:info@theprs.co.uk). The property redress scheme will liaise directly with you and ourselves and will come to a formal, binding decision.

You can read more about [them here](#).



A final solution will be provided within 90 days, but often much sooner.