

## Manners Residential Complaints procedure..

- 1) Should you wish to make a complaint this can be made orally but preferably in writing, your complaint will initially be referred to the departmental manager.
- 2) We are happy to deal with your properly appointed representative if requested by you to do so.
- 3) We will acknowledge your complaint within 3 working days and provide you with a formal response within 15 working days of receipt of your complaint. In cases where we require longer than 15 working to provide you with a response you will be kept fully informed and an explanation given
- 4) If you are still dissatisfied by the response, you may write to the owner of the business at 26 High St, Woking Surrey, GU21 6BW, where upon your complaint will be subject to a separate review within a further 15 working days. In cases where we require longer than 15 working to provide you with a response you will be kept fully informed and an explanation given
- 5) You will then be provided with a written response following this final review. In the event that you still remain dissatisfied you may refer your complaint to The Property Ombudsman with 12 months of the final review