



COMPLAINTS PROCEDURE

SUMMARY

Transparent BPM are the managing agent for the management company of your building

Transparent BPM are therefore the party responsible for:

- Fulfilment and/or procure or arrange for regular and one off maintenance and repairs works to be carried out
- Collecting Service Charges
- Dealing with reasonable leaseholder queries
- Administering each management company
- other property management and general tasks in your building.

"Transparent BPM" or "Transparent Block & Property Management" or "Transparent Block Property Management" are trading styles of Legal & Commercial Support 1 Limited registered in England at 23-29 Sandy Way, Yeadon, Leeds, England, LS19 7EW, with registered number 11283208.

Transparent BPM hope that you are satisfied with our service but if you are not then we have a simple process to try to ensure that we deal effectively with all complaints in a professional and courteous manner which means striving for a prompt acknowledgement and resolution.

HOW TO MAKE A COMPLAINT

All complaints must be confirmed by you as being an "Official Complaint" submitted through your building management portal case management system so they are logged. You can make a complaint about any aspect of our service. Complaints cannot be made by telephone, email or post as this may mean they are not correctly logged and will mean additional administration which may record an issue incorrectly. If you have a disability which prevents you from doing this then please kindly contact us however you can and advise us and we will work with you to get your complaint submitted and logged and a copy sent to you in your preferred format.

HOW TO MAKE A COMPLAINT AGAINST ANOTHER OCCUPIER OR ABOUT NUISANCE FROM NEIGHBOURS AND CONTRACTORS

The same procedure as above is required to make a report, however prior to making a complaint about one of these matters TransparentBPM require you to have approached the person concerned (for example your neighbour who may be playing loud music, or a contractor working early or late) and tried to resolve the complaint. You must have also told them that if they do not stop the offending action that you will make a formal complaint to the management company. If you are unsuccessful then please kindly contact us, but be aware that though all tenants have the right to “quiet enjoyment”, work may need to be carried out and a neighbour may not realise they are breaching your rights.

TransparentBPM would act as mediator to try to resolve the issue as an agent of the Management Company/freeholder where required in order to try to resolve the dispute. TransparentBPM can only make our own decision on what is and isn't “quiet enjoyment” but a final determination could only be made by the appropriate court or tribunal.

WHAT HAPPENS NEXT

- Your complaint will be acknowledged immediately by your building management portal case management system
- We will confirm that your complaint will be handled within the 8 week period.
- Any request for further information will be made within 14 days
- Once the information required is provided then a “Formal Response” will be provided within 28 days.
- The complaint will then be close, but if you are still not satisfied then within 14 days you can provide further information.
- Once the information required is provided then a “Final Response” will be provided within 28 days.
- If we are unable to reply and/or resolve your complaint within the times set out in this procedure then we will contact you to advise there may be a delay and/or why we cannot resolve your complaint.
- If you are still not satisfied after the last stage of the in-house complaint procedure (or more than 8 weeks has elapsed since the complaint was first made) then you can take the matter up with The Property Redress

Scheme without charge. Their website is <https://www.theprs.co.uk/> and you may contact them by email info@theprs.co.uk and phone 0333 321 9418 and by mail 1st Floor, Premiere House, Elstree Way, Borehamwood WD6 1JH.

- We will send you a written communication at each stage of the complaint process.
- If you feel at any point mediation might be an option then please just let us know and/or if a face to face meeting or zoom may be appropriate.
- Whatever leases may say, the decision reached by an arbitrator cannot be final and binding if the leaseholder does not agree to the arbitration process. Leaseholders will still have the right to take disputes to the Ombudsman, to FTT's or the courts. As a result of this, Transparent BPM would always ask that mediation and/or their formal complaints procedure is exhausted and they have applied to the Redress Scheme prior to invoking an arbitration clause under the lease, and perhaps instead make an application to the appropriate court or the property chamber of the First Tier Tribunal.
- A complaint may arise from a misunderstanding and we always ask that prior to taking a complaint further that you please try speaking to the Citizens Advice Bureau <https://www.citizensadvice.org.uk/> or the Leasehold Advisory Service <https://www.lease-advice.org/> which are both free and may help you resolve the problem.
- On referral to the tribunal Transparent BPM would always try to provide all the following information to the Ombudsman:
 - the opinion of Transparent BPM on the complaint
 - If Transparent BPM feel the complaint can still be resolved, what they propose
 - a specimen or actual lease
 - the Transparent BPM management agreement
 - a copy of this Transparent BPM complaint handling procedure
 - Relevant correspondence/notes of phone calls
 - Details of the RMCO or RTMC inc. articles & directors where provided by the directors
 - Site inspection reports where relevant and available
 - Copies of budgets and annual accounts where relevant and available

- Copies of service contracts where relevant and available
- Copies of any correspondence sent out such as newsletters etc.

THINGS WE WILL TRY TO CHECK ON EVERY COMPLAINT IN ORDER TO ENSURE THAT WE HANDLE ALL COMPLAINTS FAIRLY AND CORRECTLY

- Has the lease been applied correctly?
- Have we got the law right?
- Have we followed our own policies and procedures fairly and correctly?
Have we done what we should have done so far?
- Have we explained to the complainant about the role of the Ombudsman / redress scheme?
- Have we told the complainant about any rights of challenge in FTT?
- Has the matter been handled efficiently and within a reasonable timescale?
- Has the complainant suffered any financial or other loss as a result of our action/ inaction?
- Have we answered the complaint and given our reasons?
- What is the likelihood of a claim on any insurance policy, particularly P.I., arising out of the complaint?
- What is the likelihood of any FTT or Court case arising?
- Have we issued a “final decision or deadlock letter”? (to limit the time open to the complainant to revisit the complaint)?