

Mapperley Property Management Limited

Complaints Handling Procedure

Company: Mapperley Property Management Limited

Address: 10 Nightingale House, Ockbrook Drive, Mapperley, Nottingham, NG3 6AT

Email: complaints@mpm-ltd.co.uk

Accreditation: SafeAgent

Ombudsman Scheme: The Property Ombudsman

1. Our Commitment

Mapperley Property Management Limited is committed to providing a professional, transparent, and high-quality service to all our clients, leaseholders, tenants, and stakeholders.

We recognise that, from time to time, things may not go as expected. When this happens, we welcome feedback and complaints as an opportunity to put matters right and improve our service.

This procedure explains how to make a complaint and how we will deal with it.

2. What Is a Complaint?

For the purposes of this procedure, a **complaint** is:

Any expression of dissatisfaction, whether justified or not, about our service that requires a response.

This procedure does not apply to:

- Matters already subject to court proceedings or tribunal applications
- Issues governed by statutory consultation processes (e.g. Section 20)
- Matters where legal action has already commenced

Such matters are dealt with under separate legal frameworks.

3. Informal Resolution (Stage 1)

In many cases, issues can be resolved quickly and informally.

If you have a concern, please raise it in the first instance with the member of staff you usually deal with. We will aim to resolve the matter promptly, and in many cases on the same working day.

If the issue cannot be resolved immediately, we will explain why and advise how long it is likely to take.

4. Formal Complaint (Stage 2)

If you remain dissatisfied, you may submit a **formal complaint**.

4.1 How to Make a Formal Complaint

Formal complaints must be made in writing, either by email or letter. If you require assistance in putting your complaint in writing, please let us know and we will help where reasonably possible.

Complaints can be submitted to:

By email:

complaints@mpm-ltd.co.uk

By post:

Christopher Williams
Mapperley Property Management Limited
10 Nightingale House
Ockbrook Drive
Mapperley
Nottingham
NG3 6AT

4.2 Information to Include

To enable us to investigate fairly and efficiently, please include:

- Your full name and contact details
- Your relationship to the property (e.g. tenant, leaseholder, director)
- The full property address
- Details of the service you are complaining about
- What outcome or resolution you are seeking

Where a complaint is made on behalf of another party, we may require written authority.

We are unable to investigate anonymous complaints unless sufficient information is provided to allow a fair review.

5. Our Investigation Process

5.1 Acknowledgement

We will acknowledge receipt of your formal complaint in writing **within three working days**, enclosing a copy of this complaints procedure.

For the purposes of this procedure, a **working day** means Monday to Friday, excluding public holidays in England and Wales.

5.2 Investigation and Response

We will investigate your complaint and provide a **formal written response within 15 working days** of the acknowledgement date.

If, due to complexity or the need for third-party information, we require more time, we will explain the reason and provide an updated timeframe.

6. Review Stage (Stage 3)

If you are not satisfied with our response, you may request a review.

Your complaint will be reviewed by a **senior member of staff who has not been directly involved in the matter complained of**, where reasonably practicable.

We will provide our final written response **within 15 working days** of receiving your request for a review. If additional time is required, we will explain why.

7. The Property Ombudsman

If you remain dissatisfied after receiving our final response, or if **more than eight weeks** have passed since your complaint was first made, you may refer the matter to our independent redress scheme:

The Property Ombudsman

Telephone: 01722 333306

Email: admin@tpos.co.uk

Website: www.tpos.co.uk

You must refer your complaint to The Property Ombudsman **within 12 months** of the date of our final response letter and provide any supporting evidence.

The Property Ombudsman requires that all complaints are first addressed through our in-house complaints procedure before they can be reviewed independently.

If The Property Ombudsman issues a decision, **we are bound by its outcome**, whereas the complainant is not.

8. Record Keeping

We maintain a written record of all complaints received and the actions taken. Complaint records are retained for a minimum period of **six years**.

9. Continuous Improvement

We regularly review complaints to identify trends and opportunities to improve our service and internal procedures.

Last reviewed: January 2026