



Customer Complaints Procedure

We are committed to providing a professional service to all our clients and customers. When something goes wrong, we need you to tell us about it. This will help us to improve our standards. If you have a complaint, please let us know through our online complaint form, including all relevant details and documentation to help us understand your concerns. We will then respond in line with the timeframes set out below. To submit your complaint online click on the following link: www.urang.co.uk/complaint

What Will Happen Next?

The complaints inbox is actively monitored, and a team member will contact you promptly to confirm receipt of your complaint and outline the next steps:

- Upon receiving your complaint, we will send a written acknowledgment within three working days, which will include a copy of our complaints procedure.
- We will assign a team member to your complaint, who will keep you informed on the progress of your complaint. A formal written outcome of our investigation will be sent to you within 15 working days of sending the acknowledgement letter.
- If you remain unsatisfied after the initial response, you may contact us again to request an escalation. Upon receiving your escalation request, a senior staff member or the Head of Department will conduct a final review and will respond to you within 15 working days with a final viewpoint letter.
- If you are still dissatisfied following our internal procedure, or if eight weeks have passed since your complaint submission, you may escalate the matter to The Property Ombudsman (TPO) for an independent review. TPO provides impartial adjudication to ensure that complaints are reviewed in line with industry standards. You may contact TPO at:

Contact Details For The Property Ombudsman:

The Property Ombudsman Ltd, Millford House,
43–55 Milford Street Salisbury, Wiltshire, SP1 2BP

Email: admin@tpos.co.uk
Website: www.tpos.co.uk

Tel: 01722 333 306

Please ensure that you submit your complaint to TPO within 12 months of receiving our final viewpoint letter. All complaints must be addressed through our internal process before TPO will accept them for independent review.

Other ways to contact us:

Phone: 207 751 8355

Email: complaints@urang.co.uk

Address: 196 New King's Road, Fulham, London, SW6 4NF

We value your feedback and are committed to resolving any issues you may have. Our Complaints Handling Process is designed to ensure your concerns are addressed promptly and effectively.

Complaints Procedure:

- 1** If you have a complaint, you can submit it through our online complaint form on the website. Please include any relevant documentation that will help us better understand your concern. Once we receive your complaint, we will send you an acknowledgment email within 3 working days. This email will also outline the next steps.
- 2** Your complaint will then be reviewed and assigned to a team member/property manager who will take charge of addressing your concerns. If the matter is resolved, we will send you a confirmation email. If the issue remains unresolved, it will be escalated to the team leader.
- 3** The team leader will review the complaint and provide you with an outcome. Should the issue still not be resolved, the complaint will be escalated to the head of property management. The head of property management will review the complaint and attempt to resolve it and provide a final decision. A formal written outcome of our investigation will be sent to you within 15 working days of receipt of the original complaint.
- 4** If 8 weeks have passed since your initial complaint, or if you are still unhappy with the resolution, you may escalate the matter to The Property Ombudsman (TPO). Before this step, we will send you a 'Final Viewpoint Letter' outlining our position. You can then forward your complaint to The Property Ombudsman for an independent review.

Contact details for The Property Ombudsman:

The Property Ombudsman Ltd,
Millford House, 43-55 Milford Street Salisbury,
Wiltshire, SP1 2BP
Tel: 01722 333 306
Email: admin@tpos.co.uk
Website: www.tpos.co.uk

Contact details for Urang's Head of Property Management:

Joe Munday
Tel: 020 7610 8316
Email: joe.munday@urang.co.uk

Please Note: You will need to submit your complaint to The Property Ombudsman within 12 months of receiving our final viewpoint letter, including any evidence to support your case. The Property Ombudsman requires that all complaints are addressed through this in-house process before being submitted for an independent review

