

## DMA Complaints Procedure

Diamond Managing Agents is a member of The Property Ombudsman and our aim is to provide a quality and affordable service to you all of the time. We do understand, however, that sometimes there are circumstances when our service does not meet expectations.

We treat all complaints with equal importance and have a written procedure to ensure that our staff follows a complaint procedure. The purpose of this procedure is to ensure complaints handling relating to DMA business is efficient, consistent and, where applicable, complies with regulatory requirements.

This document describes the stages in our complaints procedure and how to contact us if you have a complaint.

Your views are important to us. If you have a problem with the service you have received, we want you to tell us about it so we know how to improve.

### The purpose of this document is to explain:

- What is meant by a complaint
- What to do if you want to make a complaint
- What is not covered by our complaints procedure
- What happens if you are unhappy with our decision

### What is a complaint?

- Where we have failed to provide or there has been a delay in providing a service to you
- Where we have failed to follow, or have been unfair or inconsistent, in applying our policies or procedures
- Where we have failed to keep you informed, through lack of or insufficient information
- Where there has been inappropriate behaviour or attitude from our staff
- If you are in any way unhappy about the way we have delivered a service.

### What does the complaints procedure not cover?

- Matters being dealt with by the Ombudsman Service, liability claims, or where legal action has begun
- Anything that happened over a year ago, unless you have only recently become aware of the situation
- Neighbourly disputes where there is no breach of lease
- Complaints from residents who have a sub-let arrangement with their landlord
- Instances where you disagree with our policies and procedures. We do, however, welcome your views and you can share these with us.

## Timetable for dealing with complaints

### Acknowledgement within 5 working days

A complaint must be acknowledged to an eligible complainant or their representative\* within 5 business days of receipt by the company.

### Within 4 weeks

We aim to provide our final response within 4 weeks of receiving your complaint. However, this is not always possible. If we cannot give you our final response within 4 weeks we will write to you explaining why we are not yet in a position to resolve your complaint. We will also indicate when we will contact you next, which must be within 8 weeks of receipt of your complaint.

### Within 6 weeks

If we have not resolved your complaint within 6 weeks of receipt, we must write to you explaining why we are not yet in a position to provide our final response. We must explain the reason for the further delay and let you know when we expect to be able to provide a final response.

### Final Response

When our investigation is complete we will write to you:

- Explaining the outcome of the investigation;
- Outlining the nature and terms of any offer of settlement which we are prepared to make in satisfaction of the complaint or giving the reason for rejecting the complaint;
- Giving you the opportunity to provide us with further information or documentation in support of your complaint;

We will also inform you that if we do not hear from you within 8 weeks from the date of our letter, we will consider your complaint closed.

We hope to solve your complaint without having to use the full procedure. However, if the complaint is still not satisfied after the last stage of the in-house complaint procedure, then he/she has the right to take the matter up with the Property Ombudsman scheme, the details of which can be found below.

The Property Ombudsman  
Beckett House  
4 Bridge Street  
Salisbury  
Wiltshire SP1 2LX

Tel: 01722 333306

[www.tpos.co.uk](http://www.tpos.co.uk)