

## NICHOLSON ASSET MANAGEMENT | COMPLAINTS PROCEDURE

### INTRODUCTION

Your property is managed by Nicholson Asset Management Limited.

Our aim is to provide a first class service and to do everything we can to ensure you are satisfied. If you feel that we have fallen short of this standard and you wish to complain, we ask that you first discuss the service with the member of the team who was responsible for the issue.

If you remain dissatisfied and wish to escalate the matter we would ask that you set out your complaint clearly and in full via email to our Senior Property Manager at [propman@team-nico.com](mailto:propman@team-nico.com). They will review your complaint in full and will respond within a reasonable timescale, normally within 10 working days, once they have all the relevant information and evidence and had the opportunity to discuss the matter with yourself and the team member in question.

If you remain unhappy with the way your complaint has been dealt with after speaking to the person with conduct of your matter then you should set out your complaint via email to [complaints@team-nico.com](mailto:complaints@team-nico.com) where the matter will be reviewed by our internal committee.

In order to resolve your complaint, we would ask that you include the following information and evidence, if applicable:

- An outline of your complaint explaining why you feel that we have fallen short our first class service
- What you would like us to do to resolve it
- Any specific details that you feel would assist us with resolving your complaint including but not limited to:
  - Names of Advisers you have spoken to in connection with the complaint
  - The Branch Name in connection with the complaint
  - Time(s) and Date(s) of the incidence(s)
  - Telephone number(s) and or Address(es) you have used to contact us
  - Any written correspondence in connection with your complaint especially your initial email raising the complaint and the decision arrived at by our Senior Property Manager
  - Any other document in support of your complaint

On receipt of a complaint, we will investigate the issue(s) you have raised on your complaint fully and respond to you accordingly.

The timescales for dealing with a complaint are as follows:

- You will receive an “acknowledgement of receipt” of your complaint from us within 3 working days of receipt of your complaint.
- Normally within 10 working days of the acknowledgement, you will receive a full response, dependent upon having all relevant information and opportunity to discuss with relevant personnel.
- If we are unable to resolve the matter within a reasonable timescale as stated above, we will provide you with reasons why we could not meet this time frame and provide you with an estimate of when a full response will be received.
- After our final written response, we may deem the complaint closed. If we deem the matter closed then we reserve the right not to enter into any further correspondence.

0151 475 5042

[complaints@team-nico.com](mailto:complaints@team-nico.com)

[www.nicholsonlettings.com](http://www.nicholsonlettings.com)



We are members of the Property Redress Scheme. If you remain unhappy with the response received from us and have exhausted our complaints procedure, you can contact the Property Redress Scheme to ask them to investigate your complaint.

In order to take your complaint to The Property Redress Scheme you must first have carried out the following:

- You have waited 8 weeks from date of your written complaint to us for a response and it is still within 6 months from the our last communication with you regarding this complaint

## The Property Redress Scheme

This is a government approved Redress Scheme who resolves complaints between Members and their consumers. The complainant must have exhausted the Member's internal complaints procedure and remain dissatisfied with the Member's response. The Property Redress Scheme is free to use for the complainant and further information and guidance on how to resolve complaints is available via their website.

In order to make a complaint, please contact the Property Redress Scheme directly or alternatively, visit their website and fill out a Complaints Form. The Property Redress Scheme contact details are as follows:

Website: [www.theprs.co.uk](http://www.theprs.co.uk)

By email: [info@theprs.co.uk](mailto:info@theprs.co.uk)

By post at:

The Property Redress Scheme Ground Floor, Kingmaker House Station Road, New Barnet Hertfordshire EN5 1NZ

T: 0208 275 7131

E: [info@theprs.co.uk](mailto:info@theprs.co.uk)

HF Resolution Ltd trading as Property Redress Scheme

Registered Office: Elwood House, 42 Lytton Road, Barnet, Herts, EN5 5BY

Registered in England 08994516

If you have been unable to resolve your formal complaint with your Agent, then you can visit our website and lodge a complaint

Before raising a complaint, make sure you have:

1. Sent a Formal Complaint to your Agent
2. Waited a minimum of 8 weeks for the Agent to respond
3. Contacted the Scheme within 6 months of the incident

The Property Redress Scheme is a government authorised Consumer Redress Scheme for Lettings, Property Management and Estate Agents and other Property Professionals

0333 321 9418 [info@theprs.co.uk](mailto:info@theprs.co.uk)

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

@PropertyRedress

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