

25th September 2019
Ref: 190925/MP/20227

8 Cumbrian House, 217 Marsh Wall, London E14 9FJ
Telephone: 0044 UK 020 7515 3553
email: docklands@parcproperties.co.uk

Dear Sir/Madam,

Property and Estate Management

COMPLAINT PROCEDURE: PARC PROPERTIES MANAGEMENT LTD

We regret that we have been unable to resolve your complaint to your satisfaction and acknowledge the receipt of your request for our Complaints Procedure which is detailed hereunder.

All complaints on receipt are forwarded to our nominated Director Mr Mark Plunkett who will oversee the progress of your complaint.

We are a company regulated by the Royal Institute of Chartered Surveyors (RICS) and are required to follow their Complaint Handling Procedure (CHP) as per Rule 7 of RICS' Rules of Conduct for Firms.

Our complaint procedure consists of two stages as detailed below:

Stage 1

Your complaint is required to be in writing. On receipt of your complaint we acknowledge the receipt and make a preliminary response within 3 working days of the receipt. If the complaint remains unresolved, we will commence the investigation into the details of your complaint and depending on the complexity of the complaint we will endeavor to respond within 15 working days presenting our findings and any proposed action. If we are unable to respond within 15 working days we will write to you updating you of the progress of our investigation. If you remain unsatisfied with our steps in resolution of your complaint, then you can escalate the complaint to the next stage.

Stage 2

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) you can request an independent review through the alternative dispute resolution mechanism without charge.

Alternative Dispute Resolution (ADR) mechanism – This entitles you to and you should escalate your complaint in writing to the following redress providers approved by RICS Regulatory Board and ARMA.

Property Redress Scheme, Premiere House, 1st Floor, Elstree Way, Borehamwood, WD6 1JH

Telephone: 0333 321 9418 Email: info@thaprs.co.uk Web: <https://www.theprs.co.uk/>

Yours faithfully,



Mark Plunkett
Parc Properties Management Limited