

Complaints Procedure

We are dedicated to offering a professional service to all our clients, leaseholders and homeowners. If something goes wrong, we encourage you to inform us. Your feedback helps us enhance our standards. Should you have a complaint, kindly submit it in writing, including all relevant details and any supporting documentation to assist us in understanding your concerns.

Stage 1

If your initial discussions with RCP Property Management do not adequately address your concerns, we ask that you submit your complaint to the following address:

RCP Property Management Limited
Bryer Ash Business Park
Trowbridge, Wiltshire
BA14 8HE

Tel: 01373 828 716

Email: mail@rcpmanagement.co.uk

Upon receipt of your complaint, we will acknowledge it in writing within 3 working days and provide a copy of our complaints procedure.

A team member will be assigned to handle your complaint and will keep you updated on its progress. You will receive a formal written response regarding the outcome of our investigation within 14 working days of the acknowledgment letter.

An internal investigation into your complaint will be undertaken after which you will receive a full response detailing the actions we have taken or will take. We aim to resolve the issue to your full satisfaction.

Stage 2

If you are not satisfied with the response received in Stage 1, you may request that the matter be escalated to our senior management team as part of Stage 2 of our Complaints Handling Procedure.

A final review of the issues will be conducted by a member of the senior management team. To ensure a thorough examination of your concern, a response will be provided within 14 working days. This will be our final viewpoint on the matter.

If you remain dissatisfied after following our internal procedure, or if 8 weeks have passed since submitting your complaint, you may escalate the issue 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 them at:

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

Tel: 01722 333 306
Email: admin@tpos.co.uk
Website: www.tpos.co.uk

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.