**Heyford Park Management Company Limited (Heyford Park)**

**Complaints Policy**

**1. Nature of Policy**

1.1. Heyford Park is committed to high standards of customer service. Should matters fall below expected standards, the customer may complain within a defined and robust procedure that will review the circumstances, and if so determined, provide recompense.

1.2. Any complaint will be acknowledged within 3 working days. Heyford Park will first do its utmost to resolve the issue informally. However, if that is not possible, then the process for handling complaints will be dealt with in three stages:

1.2.1. Stage 1: a designated complaints officer will undertake an internal review of the issues

and provide a written response to the customer within 15 working days of the complaint being received.

1.2.2. Stage 2: if the customer is unhappy with the stage 1 response, they may appeal to a

internal complaints panel consisting two Heyford Park directors, with a response being provided within 15 working days of the appeal receipt.

1.2.3. Stage 3: Heyford Park is a member of The Property Ombudsman (TPO), and the

customer may contact the Ombudsman for an adjudication regarding the complaint. You will need to submit your complaint to the Ombudsman within 12 months of receiving our final viewpoint letter, including any evidence to support your case. The Ombudsman requires that all complaints are addressed through this complaints procedure before being submitted for an independent review. Heyford Park will abide by the Ombudsman’s conclusions. The ombudsman can be contacted here:

The Property Ombudsman Ltd

Milford House

43-45 Milford Street

Salisbury

Wiltshire

SP1 2BP

01722 333 306

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

1.3. Complaints will be received from or on behalf of customers, or prospective customers (ie applicants for housing). Formal complaints must be made in writing, stating the nature of the complaint succinctly, and what an acceptable outcome might look like. The existence of this policy will be publicised in customer friendly formats. These can be received as follows:

Complaints Officer

Heyford Park Management Company Ltd

Heyford Park House

52 Camp Road

Heyford Park

OX25 5HD

estates@dorchestergrp.com

**2. Responsibility**

2.1. A complaints officer will be appointed for complying with this policy. It may not be their job title and the appointment, may fall part of their job description. Two directors will be identified as members of the complaint panel.

**3. Monitoring**

3.1. The board will receive a summary of any complaints activity. It will also receive notification of all outcomes from complaints reviewed by the Ombudsman.

**4. Date of approval**

4.1. Policy approved by the board on 13 June 2018. Updated and approved 20th January 2021.

**5. Date of next review**

5.1. This policy will be reviewed again no later than September 2023, or sooner should circumstances require.