

BLOCKMANAGERS

ESTATE & BLOCK MANAGEMENT

Oak House, 6 Dorchester End, Colchester, Essex CO2 8AR

Tel: (01206) 561674 info@blockmanagersltd.co.uk www.blockmanagersltd.co.uk



Complaints Handling Policy

If you believe you have a grievance with our company or a member of our staff please write in the first instance to:

Block Managers Limited
Oak House
6 Dorchester End
Colchester
Essex CO2 8AR

email: complaint@blockmanagersltd.co.uk

The grievance will be acknowledged immediately and investigated thoroughly and a letter will then be sent to the complainant within 7 working days.

If the complainant is dissatisfied with the result of the internal investigation please contact the managing director:

Mr Gavin Lee
Block Managers Limited
Oak House
6 Dorchester End
Colchester
Essex CO2 8AR

email: gavin.lee@blockmanagersltd.co.uk

If your complaint is still not satisfied you can contact either of the two organisations who we are members with, they both offer mediation:

The Ombudsman Service

www.ombudsman-services.org/make-a-complaint-property.html

The Leasehold Knowledge Partnership

www.leaseholdknowledge.com/