



THE PARK LANE GROUP COMPLAINTS PROCEDURE



Complaints Procedure

If we are giving great service, then we want you to tell everyone, if we aren't, then tell us! The purpose of the complaint's procedure is to deal quickly, effectively and efficiently with your dissatisfaction and, where possible, turn a potentially negative situation into a very positive one, through our care and attention.

The Park Lane Group is committed to the highest standards of service and compliance. We are an accredited housebuilder and landlord and are affiliated to or hold membership to the following trade bodies and organisations:

FOR NEW HOMES

- **NHBC, LABC and ICW** warranties – our new homes are covered by a 10-year warranty with an accredited provider.
- **Considerate Constructors (CCS)** – our developments are registered with the CCS, if applicable, and regularly inspected to ensure they meet a Code of Considerate Practice.

FOR RESIDENTIAL LETTINGS

- **Property Redress Scheme (PRS)**– we are members of the PRS, a government- authorised consumer redress scheme.
- **National Residential Landlords Association (NRLA)** – we are accredited with the NRLA, so you can be confident we adhere to a strict industry Code of Conduct when it comes to letting homes.
- **Client Money Protect (CMP)** – we are members of CMP a scheme that protects (Landlord and Tenant) client money held by its members.
- **My Deposits (MP)** – we are members of MP, which protects and holds tenant deposit monies.

DEALING WITH THE COMPLAINT

We understand that sometimes things can go wrong and if they do, we are committed to resolving problems with the minimum of inconvenience. Our complaints procedure has been structured to ensure that any concerns are dealt with as quickly and efficiently as possible. Should you require assistance with this process, please email us at mail@parklanegroup.net

COMPLAINTS PROCESS

Step 1: Please write to the Managing Director with the details of your complaint setting out clearly your reasons for raising it together with dates and times, names of any staff members you dealt with and enclosing/attaching any supporting evidence. It would also assist us to know what you would like us to do to resolve the matter. Page | 3

Please note that your complaint must be made within 12 months of the incident you are complaining about occurring.

Step 2: The Managing Director will acknowledge your complaint by email within 10 working days of receiving it.

Step 3: The Managing Director will review your complaint and provide you with a formal written outcome of their investigation within 20 working days of receiving the complaint. If the investigation cannot be completed within 20 working days as stated above, the Managing Director will provide you with reasons why this time frame could not be met and provide you with an estimate of when a full response will be received.

Step 4: Should you not be satisfied with the Managing Director's response you may write to the Chief Executive, who will carry out a separate and detached review of your complaint resulting in a Final View which will be sent to you within 20 working days of the matter being escalated to the Chief Executive.

Step 5: Should you still be dissatisfied after receiving our Final View, then you may refer the complaint to the relevant organisations named above.