



# VEGNER GROUP CUSTOMER SERVICE QUALITY POLICY

## Your guide to our Complaints Procedure



All information passed to us relating to a complaint will be held in the strictest confidence in accordance with our Confidentiality Policy and in compliance with the EU General Data Protection Regulation

### **Our Complaints Procedure:**

Whilst our staff undertake their duties in a conscientious, polite and efficient manner, we recognise that occasionally errors may occur, or a dispute may arise.

In all cases, we would hope that any dispute could be resolved informally without needing escalation. However, in the rare event that an informal solution cannot be found, it will be necessary to investigate the matter on a more formal basis.

In this event, we ask that we are notified as soon as possible after the incident (within 10 working days if possible) so that the matter can be investigated. We are then able to learn from these experiences and continuously improve our service to you. All complaints are taken seriously, and every effort will be made to deal with them promptly and transparently.

We have provided below the outline to our process which will help us to deal promptly with your comments.

- 1. Definition of 'complaint':** For the purposes of this process, this complaint shall be about the level of service provided by the Vegner Group Companies or the actions of an employee, retained consultant or service provider. For an updated list of Vegner Group Companies, please visit [www.vegnergroup.com/our-companies](http://www.vegnergroup.com/our-companies). The scope of the managing agent's duties is laid out in the RICS Code of Conduct which forms the basis of any management agreement. Copies of the Code can be obtained from [www.RICS.org/uk](http://www.RICS.org/uk).



- 2. Making a complaint:** By letter to the Customer Services Team, Vegner Group, 94 Park Lane, Croydon, CR0 1JB or by email to [customerservices@vegnergroup.com](mailto:customerservices@vegnergroup.com). Details that should be provided are the date of the incident, the location of the incident, the name of the employee involved or service provider, and a detailed account of the incident.

Alternatively if you live in a high-rise residential building (as defined by the Building Safety Act 2022) and your complaint is related to structural issues or risks from fire spread, you can refer the matter – without charge – to:

*The Building Safety Regulator*

Tel: 0300 790 6787

Website: [www.hse.gov.uk](http://www.hse.gov.uk)

How can the Building Safety Regulator help you? ([contact-building-safety-regulator.service.gov.uk](https://contact-building-safety-regulator.service.gov.uk))

- 3. Acknowledgement:** We will acknowledge your communication within 3 working days of receipt.
- 4. Investigating your complaint:** Your complaint will be passed to a member of the Customer Services Team, who will thoroughly investigate the matter. You will receive a full written response setting out the findings of our investigation within 15 working days of our acknowledgement.
- 5. Appealing the decision:** If you remain dissatisfied with our decision, you should provide the reasons for this in writing to the Customer Services Team at Vegner Group, 94 Park Lane, Croydon, CR0 1JB or by email to [customerservices@vegnergroup.com](mailto:customerservices@vegnergroup.com). Your appeal will be escalated to a senior member of staff, and a written decision following this review will be provided. This outcome will be provided within 15 working days of acknowledging your appeal.
- 6. Further representation:** If you remain dissatisfied with the outcome of this process after the appeal stage, or if more than 8 weeks have elapsed since the complaint was first made, you may refer the matter - without charge to:
- The Property Ombudsman (TPOS), Milford House, 43-55 Milford Street, Salisbury, Wiltshire, SP1 2BP.
  - Tel: 01722 333 306
  - Fax: 01722 332 296
  - Email: [admin@tpos.co.uk](mailto:admin@tpos.co.uk)
  - Website: [www.tpos.co.uk](http://www.tpos.co.uk)

Please note the following:

You will need to submit your complaint to The Property Ombudsman within 12 months of receiving our final viewpoint letter, including any evidence to support your case.

The Property Ombudsman and Building Safety Regulator require that all complaints are addressed through this in-house complaints procedure before being submitted for an independent review.

So that we may process your complaints form, please confirm your contact details (including your name, telephone number and email address) and the reason for your complaint. We will hold this information on our secure database in accordance with the EU General Data Protection Regulation (GDPR) for as long as it is needed. Once the information and the complaints form is on our system, the paper copy of the form will be disposed of appropriately. This data will be available to staff members and only be disclosed to third parties under strict conditions, including but not limited to: times of emergency, conducting legal proceedings, providing data to a debt collection company and, when appropriate, to our client. For further information, our full Data Protection policy can be found on our website.



**Complaints Form:**

Your Full Name			
Your Correspondence Address			
Address of Managed Property			
Day Time Telephone No.		Mobile No.	
Email Address			
If you have someone acting on your behalf (family, relative, solicitor etc.) please supply details			
Name of Representative			
Address of Representative			
State Relationship to you			
Day Time Telephone No.		Mobile No.	
Email Address			
Please advise the details relating to the complaint/incident			
Date of incident		Time of incident	
Location of Incident			
Details:			
Signed:			

Completed forms should be sent to the Customer Services Team, Vegner Group, 94 Park Lane, Croydon, CR0 1JB or by email to [customerservices@vegnergroup.com](mailto:customerservices@vegnergroup.com).



**You have the right to refer your complaint to the Financial Ombudsman Service, free of charge – but you must do so within six months of the date of this letter.**

If you do not refer your complaint in time, the Ombudsman will not have our permission to consider your complaint and so will only be able to do so in very limited circumstances. For example, if the Ombudsman believes that the delay was as a result of exceptional circumstances.

**The Financial Ombudsman Service**

[www.financial-ombudsman.org.uk](http://www.financial-ombudsman.org.uk)  
Telephone: 0300 123 9 123  
Monday to Friday, 8am to 8pm  
Saturday, 9am to 1pm  
The Financial Ombudsman Service  
Exchange Tower  
London  
E14 9SR