



Complaint Handling Procedure

We are committed to providing a professional service to all our clients and customers. When something goes wrong, we need you to tell us about it. This will help us to improve our standards.

If you have a complaint, please put it in writing, including as much detail as possible. We will then respond in line with the timeframes set out below. However, if you feel we have not sought to address your complaint within eight weeks, you may be able to refer your complaint to *the Property Ombudsman* to consider without our final viewpoint on the matter).

The *Complaint Handling Procedure* is a three-stage process:

- Stage 1

In the first stage you should address your complaint in writing to the *Compliance Manager* at the address below, and this can be done by post or by email. This will be acknowledged in writing, usually by email, within three business days of receipt, enclosing a copy of this procedure.

We will then fully investigate your complaint by reviewing your file and liaising with the member(s) of staff who you have been dealing with and try to satisfactorily resolve it for you. In normal circumstances you will receive formal written response or an update within 15 business days of sending the acknowledgement email/letter.

By post at:
Compliance Manager
Poune Asset Management
71-75 Shelton Street
London WC2H 9JQ

Or by email at: contact@poune-am.com with "Complaint" in the subject field.

If your complaint cannot be addressed within this timescale you will be told why there is a delay and when you can expect to hear further.

- Stage 2

If, at this stage, you are still not satisfied, you should contact us again and we will arrange for a separate review to take place by a senior member of staff or an

external third party. We will write to you within 15 working days of receiving your request for a review, confirming our final viewpoint on the matter.

- Stage 3

If you are still not satisfied after the last stage of the in-house complaint procedure, or more than eight weeks has elapsed since the complaint was first made, you can request an independent review from *The Property Ombudsman* without charge.

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. They will reply directly to you.

The Property Ombudsman
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 note that *The Property Ombudsman* requires that all complaints are addressed through an in-house complaints procedure before being submitted for independent review. It is therefore essential that you contact us before contacting the Property Ombudsman.