



Formal Complaint Policy

We understand that sometimes things don't go as planned, and we want to ensure your experience at Greenwich Peninsula, or with our teams, is nothing short of excellent. If you're not satisfied with any aspect of our services, please let us know.

Our goal is to address your concerns promptly, thoroughly and reasonably.

Customers who wish to raise a formal complaint about their building, management of the estate or have a service charge or billing concern, should follow the dedicated formal complaints policy for their Estate or Building Management Company.

How to contact us in the first instance

If you're facing any issues with our services, please don't hesitate to reach out to our dedicated teams, who are there to assist you and would always be your first point of call for a speedy resolution.

If, after contacting us, you still feel your issue hasn't been resolved to your satisfaction, you have the option to file a formal complaint.

How to raise a formal complaint

A formal complaint can be raised by email. Alternatively, you can verbally ask any of our team, who will make sure this is raised with the relevant department.

Please make it clear, regardless of your chosen method, that you wish to raise a formal complaint.

You can raise a complaint by emailing us at: lettings@greenwichpeninsula.co.uk

How we'll review your complaint

STAGE 1 – Management Review:

We will promptly acknowledge and log a formal complaint within 3 working days of receipt.

The relevant Manager will then carry out a full review of your correspondence, with the aim of providing a satisfactory solution. We will respond to all stage 1 complaints in writing, within 15 working days from the date of receipt.

STAGE 2 – Head of Department Review:

In the unlikely event we can't resolve your complaint to your satisfaction, you can then escalate it to a Stage 2 complaint, for further review.

Stage 2 complaints will be reviewed by the relevant Head of Department, but depending on the situation, someone else may conduct the review. You can expect an acknowledgment of your Stage 2 complaint within 3 working days of escalation, and a response in full within 15 working days of escalation.

We will carefully review your complaint and consider all relevant issues and actions taken to date.

STAGE 3 - Final Review Stage:

If you remain dissatisfied with the responses at Stages 1 and 2, you have the option to escalate your complaint for final review.

A member of our senior management team will handle this review and provide a final written response within 15 working days, detailing our final viewpoint. We are committed to ensuring the best possible outcome for you.

External Review:

While we strive to resolve concerns internally, if you're not satisfied after our final review (or more than 8 weeks has elapsed since the complaint was first made), or if we reach an impasse, you can then refer your complaint for external review to the Property Ombudsman (TPO) without charge.

Details of the TPO's complaints procedure and form can be found on their website www.tpos.co.uk along with their Code of Practice and Terms of Reference. Alternatively, you can call them on **01722 333 306** or write to them at the following address:

**The Property Ombudsman Scheme Milford House 43-55 Milford Street Salisbury
Wiltshire SP1 2BP**

The Property Ombudsman requires that any complaint should be addressed through the Greenwich Peninsula Complaints Procedure prior to being submitted to them for independent review.

You have 12 months from the date of our final Stage 3 response to refer the matter to The Property Ombudsman.

If you require the contact details of any of the points of contact noted above, please contact the office on 0203 770 2230 or alternatively, email lettings@greenwichpeninsula.co.uk