

IN-HOUSE COMPLAINTS PROCEDURE

(Covering Residential Lettings, Property Management & Block Management)

At Miller Independent Property Management Ltd, we are committed to providing a professional, transparent, and high-quality service to all our clients and customers, including landlords, tenants, leaseholders, freeholders, Resident Management Companies (RMCs), and Right to Manage (RTM) directors.

When something goes wrong, we need you to tell us about it. This will help us to resolve issues promptly and improve our standards.

We will, where appropriate, make reasonable adjustments for consumers who might be disadvantaged because of factors such as their age, infirmity, disability, lack of knowledge, lack of linguistic or numeracy ability, economic circumstances, bereavement, or if English is not a first language.

How to Make a Complaint

If you have a complaint regarding any aspect of our residential lettings, property management, or block management services, please put it in writing, including as much detail as possible (such as relevant dates, property or block name, personnel involved, and your suggested outcome).

- **Email:** georgie@milleripm.co.uk
- **Post:** Miller Independent Property Management Ltd, 43 Belluton Road, Bristol, BS4 2DN
- **Telephone:** 07503 580 864

How We Manage Complaints

1. **Acknowledgment:** We will send you written acknowledgment of the receipt of your complaint within **three working days** of receiving it, enclosing a copy of this procedure.
2. **Investigation & Formal Written Outcome:** We will thoroughly investigate your complaint. You will receive a formal written outcome of our investigation within **fifteen working days** of receiving the original complaint.
3. **Review Stage:** If you are unsatisfied with the initial response, you can request a formal review of the complaint in writing.
4. **Final Viewpoint Letter:** We will write to you within **fifteen working days** of receiving your request for a review, confirming our final viewpoint on the matter.

Escalation to The Property Ombudsman

If you are still not satisfied with our final viewpoint (or if more than 8 weeks have elapsed since the initial complaint without resolution), you can request an independent review from The Property Ombudsman (TPO) without charge.

The Property Ombudsman

- **Address:** Unit 159756, PO Box 7169, Poole, BH15 9EL
- **Telephone:** 01722 333 306
- **Website:** www.tpos.co.uk
- **Online Complaint Referral:** www.tpos.co.uk/make-a-complaint

Please note the following TPO requirements:

- You will need to submit your complaint to The Property Ombudsman within 12 months from the date of our Final Viewpoint Letter, including any supporting evidence.
- Before seeking an independent review, you must first follow this in-house complaint procedure, unless eight weeks have passed since you made the initial complaint.

Miller Independent Property Management Ltd

Company Registration No: 15249526

Registered Address: 43 Belluton Road, Bristol, BS4 2DN

Website: www.milleripm.co.uk | **Email:** georgie@milleripm.co.uk | **Tel:** 07503 580 864