

BPM

BESPOKE PROPERTY MANAGEMENT (BPM) LIMITED

COMPLAINTS HANDLING PROCEDURE

1. Purpose

Bespoke Property Management (BPM) Limited ("BPM") is committed to providing professional, transparent, and customer-focused property management and surveying services.

We welcome feedback and treat complaints as an opportunity to improve our services. Where concerns are raised, they will be investigated fairly, objectively, and promptly.

This Complaints Handling Procedure ("CHP") explains how complaints about BPM's services will be handled and identifies the independent Alternative Dispute Resolution (ADR) providers available should a complaint remain unresolved.

This procedure has been prepared in accordance with the RICS Rules of Conduct.

2. What is a Complaint?

For the purposes of this procedure, a complaint is:

An expression of dissatisfaction, whether oral or written, concerning the services provided by BPM or an action or omission by BPM, where the complainant expects a response or resolution.

RouDne service requests, defect reports or enquiries will not normally be treated as complaints unless dissatisfaction has been expressed regarding the manner in which they have been handled.

Stage One – Internal Complaints Procedure

3. Making a Complaint

Complaints should be submitted in writing to:

Email

management@bpm.london

Post

Bespoke Property Management (BPM) Limited

12 St George Street

London

W1S 2FB

Telephone

020 4592 0146

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Where a complaint is initially made verbally, BPM may request that the complaint is confirmed in writing to ensure an accurate record is maintained.

4. Acknowledgement

BPM will acknowledge receipt of the complaint within **three (3) working days**.

The acknowledgement will confirm:

- the date the complaint was received;
- the person responsible for investigating in the complaint; and
- the anticipated timescale for issuing a Final Response.

5. Investigation

Each complaint will be investigated objectively and impartially by an appropriate member of BPM.

During the investigation BPM may:

- review correspondence and records;
- speak with relevant members of staff;
- obtain further information from the complainant;
- review contractual obligations;
- consider relevant legislation and relevant regulation.

Where further information is required, BPM will contact the complainant as soon as reasonably practicable.

6. Final Response

BPM aims to issue its Final Response within **Fifteen (15) working days** of receipt of the complaint.

The Final Response will include:

- the findings of the investigations;
- BPM's decision;
- any action taken or proposed;
- where appropriate, any apology or remedial action; and
- details of the appropriate Alternative Dispute Resolution (ADR) provider should the complainant remain dissatisfied.

Where additional time is required, BPM will explain the reason for the delay and provide an updated response date.

The Final Response concludes BPM's internal complaints procedure.

Stage Two – Alternative Dispute Resolution (ADR)

If a complainant remains dissatisfied in receiving BPM's Final Response, the complaint may be referred to the appropriate independent Alternative Dispute Resolution (ADR) provider.

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Alternative Dispute Resolution provides an independent method of resolving disputes without the need for court proceedings.

BPM will not discourage any complainant from referring a complaint to an ADR provider, RICS, or any other appropriate regulatory body.

Residential Property Management

Complaints relating to residential leasehold property management services may be referred to:

The Property Ombudsman

Milford House

43–55 Milford Street

Salisbury

SP1 2BP

Telephone: 01722 333306

Email: admin@tpos.co.uk

Website: www.tpos.co.uk

Complaints should normally be referred within **12 months** of BPM's Final Response.

Commercial Property Management and Professional Surveying Services

Complaints relating to commercial property management, asset management, facilities management, surveying, or professional consultancy services may be referred to:

Centre for Effective Dispute Resolution (CEDR)

70 Fleet Street

London

EC4Y 1EU

Telephone: 020 7536 6000

Website: www.cedr.com

8. Complaints Log

In accordance with the RICS Rules of Conduct, BPM maintains a Complaints Log recording complaints made against the firm.

The Complaints Log includes:

- Complaint reference number
- Date received
- Complainant

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- Property or instruction
- Nature of complaint
- Investigator
- Date acknowledged
- Date of Final Response
- Outcome
- Lessons learned
- Date closed

The Complaints Log is reviewed periodically by the Director to identify trends, improve service delivery and ensure compliance with regulatory requirements.

9. Scope

This procedure applies to complaints concerning the professional services provided by Bespoke Property Management (BPM) Limited.

Nothing within this procedure affects a complainant's statutory rights or prevents them from referring to an appropriate regulator, ombudsman, or other authority where permitted by law.

Contact Details

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