

## Complaints Handling Procedure

At Bloq, we are committed to providing a professional service to all our clients and customers. When something goes wrong, we would like to hear from you to help us improve our standards.

If you have a complaint, you can contact us by letter, phone, email or on-line via our website. Please include as much detail as possible and we will then respond in line with the timeframes set out below.

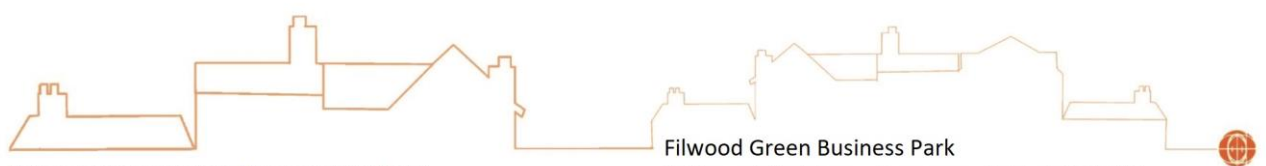
Contact Details: Filwood Green Business Park,  
1 Filwood Park Lane,  
Hengrove,  
Bristol,  
BS4 1ET  
0117 942 3112  
[info@bloqmanagement.co.uk](mailto:info@bloqmanagement.co.uk)

### Stage One

If your complaint is initially made in person or on the telephone, we will ask you to follow this up in writing. If this is not possible, we will send you a summary of the complaint and ask for you to confirm that we have understood it correctly.

Once we have received a written summary/confirmation of the complaint, we will contact you acknowledging receipt of your complaint within 7 days of receiving it, enclosing a copy of this procedure.

We will then consider your complaint as quickly as possible. This will be dealt with by a senior member of staff who will review your file and speak to the member of staff who dealt with you. A formal written outcome of our investigation will be sent to you within 28 days of sending the acknowledgment letter.



Company Registration Number 08408570

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1 Filwood Park Lane, Hengrove, Bristol, BS4 1ET  
T: 0117 942 3112  
E: [info@bloqmanagement.co.uk](mailto:info@bloqmanagement.co.uk)  
W: [www.bloqmanagement.co.uk](http://www.bloqmanagement.co.uk)



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PRS Property Redress Scheme

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## Stage Two

If you are still not satisfied after the last stage of the in-house complaint procedure (or more than 8 weeks has elapsed since the complaint was first made) then you can request an independent review from the Property Redress Scheme (PRS) without charge.

### **Property Redress Scheme (PRS)**

Premier House, 1<sup>st</sup> Floor, Elstree Way, Borehamwood, WD6 1JH

T: 0333 321 9418

E: [info@theprs.co.uk](mailto:info@theprs.co.uk)

W: [www.theprs.co.uk](http://www.theprs.co.uk)



Please note you will need to submit your complaint to the Property Redress Scheme within 6 months of receiving our final review letter, including any evidence to support your case.

The Property Redress Scheme requires that all complaints are addressed through this in-house complaints procedure, before being submitted for an independent review.

For further advice and information on matters relating to leasehold management, you can visit the following websites:

[www.lease-advice.org](http://www.lease-advice.org)

[www.citizensadvice.org.uk](http://www.citizensadvice.org.uk)



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