

Hallmark Property Management Limited

Complaints Procedure

We are committed to providing a high quality, accessible and responsive service to all lessees, tenants and freeholders with whom we work. If you believe that we have failed to meet these standards or things have gone wrong then please make us aware of your problem or concern.

We aim to ensure that:

- Making a complaint is as easy as possible
- We treat your complaint seriously
- We deal with your complaint promptly and in confidence
- We learn from complaints and use them to review and improve our service.

How to make a complaint:

Explain the problem or concern either verbally or in writing to the member of staff with whom you are dealing with as they may be able to resolve the matter for you quickly. Please make sure they understand your problem or concern and what you think should be done to put things right.

Your property or account manager can always be contacted on 01992 761 419 or via email to info@hallmarkpml.com. If you are not satisfied with the response you are given and would like to make a complaint please read our complaints procedure below.

What will happen next?

If you would to make a complaint please contact our Office Manager Sonya Galvin by phone 01992 761 419 option 1, by e-mail to sgalvin@hallmarkpml.com or in writing to Hallmark Property Management Limited, 8 The Pavilion Business Centre, 6 Kinetic Crescent, Innova Park, Enfield, EN3 7FJ. Your complaint will be logged and a letter of acknowledgement and our understanding of the nature of your complaint will be sent to you within one week. The letter will include a complaint reference number and the name of the relevant person who will be dealing with your complaint and a date for us to respond to you by.

Stage 1: The relevant person will investigate your complaint. They will speak to you and try to resolve your complaint in writing within two weeks, if we need more time we will let you know how much more time will be required and why.

If you are not happy with the outcome please let us know within two weeks of the receipt of our first stage response letter. Your complaint will then be passed to the second stage.

Stage 2: A company director or senior manager will investigate your complaint and the previous stage of investigation.

We will then write to you and inform you of their decision within two weeks, if we need more time we will let you know how much more time will be required and why.

If you are still not satisfied or more than 8 weeks has elapsed since the complaint was first registered, you may take the matter up with the Property Redress Scheme, their contact details are below

Property Redress Scheme
Premiere House,
1st Floor,
Elstree Way,
Borehamwood,
WD6 1JH.

Phone: 0333 321 9418

Website: info@theprs.co.uk