

Complaints Procedure for Gainsborough Property group of Companies

(Gainsborough Developments, Gainsborough Business Space Ltd, Gainsborough Leisure Ltd and Hilton Industrial Estate Ltd)

Our Commitment

We are committed to providing a high standard of professional service in all aspects of commercial and residential property letting and management. However, we recognise that occasionally things may go wrong. If you believe we have fallen short, this procedure explains how to raise a complaint and how it will be handled.

Step 1: Informal Resolution

In the first instance, please raise your concern with your usual point of contact at Gainsborough Property, this will usually be your assigned property manager.

Most issues can be resolved quickly and informally through discussion at this stage.

Contact details of our Property Managers are detailed below:

- Raza Siddiqui (Residential Property) raza@gainsboroughproperty.co.uk
- Karen Collins (Commercial Property) karen@gainsboroughproperty.co.uk

Our office is open Monday to Thursday 9am to 4pm, contact phone number is 01283 734453, option 2. Outside of these hours a voicemail service is available that will be forwarded to a member of staff or our emergency contact phone number is 07780 297448.

Step 2: Make a Formal Complaint

If the issue is not resolved to your satisfaction, you may make a **formal complaint**.

Please submit your complaint:

- In writing (by email or letter)
- Clearly marked **“Formal Complaint”**
- Including:
 - Your name and Business name if relevant
 - Address of the rented property
 - A clear description of the complaint

- Any supporting documents
- What outcome you are seeking

Send to:

Hannah Ellis, Managing Director

Email address: hannah@gainsboroughproperty.co.uk

Postal Address: Estate Office, Egginton Hall, Egginton, Derbyshire, DE65 6HP

Our Response

- We will acknowledge your complaint within **5 working days of receiving it**
- We will investigate and provide a written response within **20 working days** of receiving the complaint
- If additional time is required, we will inform you of the reason and expected timescale

Step 3: Senior Review

If you remain dissatisfied, you may request that your complaint is reviewed by a **senior member of staff** who has not previously been involved.

A final written response will be provided within **15 working days** of escalation.

Step 4: Independent Redress / Alternative Dispute Resolution (ADR)

If we are unable to resolve the complaint internally, you may refer the matter to an **independent redress or alternative dispute resolution scheme**, where applicable.

Details of an appropriate scheme and how to apply will be provided in the event that you notify us that you require this matter to be escalated.

Exclusions

The following are not normally dealt with under this complaints procedure:

- Matters relating to rent reviews, lease renewals or possession proceedings
- Disputes already subject to legal proceedings
- Issues governed by the terms of a lease that require court or tribunal determination

- Maintenance emergencies should be reported immediately using our emergency contact details

This procedure does not affect your legal rights

Confidentiality, Equality & Fairness

We handle all complaints fairly, objectively confidentially, and without discrimination. Tenants will not be treated unfavourably for making a complaint and this will not affect the service you receive from us.

Continuous Improvement

We record and review complaints to improve our services and professional standards.