

Blue Crystal Property Management Complaints Handling Procedure

Overview

A Complaint is a statement that something is wrong or not satisfactory. If our client considers an issue a complaint then Blue Crystal classifies it as a complaint. All leaseholders and freeholders can use Blue Crystal complaints procedure.

Our Complaints procedure is published on Blue Crystal Website:
www.bluecrystalondon.co.uk

Blue Crystal provides a copy of Blue Crystal complaints procedure to any leaseholder or resident that requests one.

Ombudsman Services

If a leaseholder has pursued a complaint through all the stages of Blue Crystal Property Management managing agents "in-house procedure", If still dissatisfied the leaseholder may well decide prematurely to go to an FTT or the Courts.

The Case File

If our client's complaint is accepted by the Ombudsman, Blue Crystal will be contacted and asked for Blue Crystal "case file".

The file will contain:

- Blue Crystal opinion on the complaint;
- A specimen lease;
- Our management agreement;
- A copy of Blue Crystal complaint handling procedure;
- Relevant correspondence/notes of phone calls;
- Details of the RMCO or RTMC inc. articles & directors;
- Site inspection reports;
- Copies of budgets and annual accounts; and
- Copies of service contracts.

Blue Crystal will communicate with The Property Redress Scheme and propose a solution. Where the Ombudsman can see a reasonable way forward, Blue Crystal may be asked about the complaint being settled without the need for a more formal report. If Blue Crystal and the complainant are willing, this will form a mutually acceptable settlement.

The Property Redress Scheme will make the decision based solely on the consideration of the hard evidence submitted by both parties.

If the complainant has been complaining generally but has not yet exhausted Blue Crystal in-house procedure for an 8-week period, thus allowing the specific complaint/s to escalate upwards within Blue Crystal, then the 8-week period is to commence for specific issues to be addressed.

Only by mutual agreement the complaint will be referred to the Ombudsman earlier than the conclusion of eight weeks.

Remedies of the Property Redress Scheme

The Ombudsman can require:

- A service or practical action;
- An apology or explanation;
- A goodwill gesture;
- A financial award up to a maximum of £25k;
- Changes in policies and procedures; and
- Any remedy to be implemented within 28 days.

If the complainant accepts the Final Decision, it will be binding.

If the Complainant is 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) the he/she can take the matter up with the Property Ombudsman PRS without charge.

Blue Crystal PRS membership number: PRS014749

www.theprs.co.uk

info@theprs.co.uk

Contact Number: 0333 321 9418

Address: Property Redress Scheme,

Premiere House, 1st Floor, Elstree Way, Borehamwood, WD6 1JH



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- Blue Crystal complaints procedure has two stages
- Where Blue Crystal acts as the managing agent the procedure allows for the leaseholder to complain to the landlord;
- Blue Crystal has an informal stage before the formal procedure is used
- Each stage of the procedure has a contact address for it and a time limit for Blue Crystal response;
- Blue Crystal responds within Seven days to acknowledge and a full response is provided within 28 days.
- Blue Crystal aims to resolve issues immediately and our overall time frame for our complaints procedure is no more than 8 weeks.
- We provide our clients with a complaints form though complaints are not necessarily to be put in writing. At Blue Crystal we can take down complaints ourselves and then send a copy to our client or leaseholder to check that we have understood it correctly;
- We allow complaints to be made in as many ways as possible - letter, phone, on-line, different languages perhaps, braille, by tape;
- At each stage, we send the complainant a written response including Blue Crystal decision, reasons for the decision, and what the next stage is if still dissatisfied;
- Blue Crystal maintains a central log of all complaints made, formal or informal, written or not. A member of staff chases replies so that timescales are met;
- We put a reference in our procedure to the use of mediation as an option that our client may suggest if appropriate; and
- Include mention of sources of independent advice for leaseholders e.g. LEASE or Citizens Advice to allow our clients to have access to an independent source of information.
- Blue Crystal ensures all staff are aware of the contents of the published complaints procedure.
- Blue Crystal sends a copy to all clients and leaseholders as part of the management contract or as part of a welcome pack
- Blue Crystal also refers to it in the leaseholder's handbook.
- Blue Crystal publishes a copy of the complaints procedure on Blue Crystal website
- Blue Crystal displays the Ombudsman's logo on Blue Crystal website and letter headed paper.
- Blue Crystal uses a separate leaflet for the complaints handling procedure (including a simple form) and send a copy on request; and
- Blue Crystal allocates a unique complaint reference number to each complaint.

Mediation

Mediation uses an external person who will mediate managing agent and leaseholder to negotiate an agreement to a dispute. The outcome is one that is agreed by both parties, not imposed upon them. It is more informal and cheaper than arbitration. It can, with consent, also be used where there are disputes between neighbours.

Mediation can only be entered into voluntarily by the parties, Blue Crystal complaints procedure includes the option for the agent or landlord to offer mediation as an option at any stage. Ensure that any cost implications are made.



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