

Zest Property Management Complaints Procedure

We take complaints about our work, team and levels of service very seriously. If you are not satisfied, please follow the process for raising a formal complaint.

How to make a formal complaint about Zest Property Management

What complaints we can deal with:

We can only handle complaints about the work, the Zest team and levels of service provided by the Zest Property Management.

We can't deal with:

Complaints about third party contractors & companies, actions taken by councils or local authorities, actions taken by fellow housemates.

What information we'll need from you:

If you want to make a formal complaint about Zest Property Management, we will need:

- A clear, detailed description of what your complaint is about
- Details of the chain of events that took place which resulted in your complaint (date and times included)
- Copies of any letters or emails related to the complaint
- Your email address (so we can reply)
- A valid Phone Number (so we can contact you)

How to make your complaint

Email our customer service manager at complaints@zestpropertymanagement.co.uk
The customer service manager will acknowledge receipt and will forward your complaint on to the relevant manager to begin the investigation.

What happens next?

When you've made your complaint, we will:

Send an email to let you know that we've received it (as long as you've provided a valid email address).

Our complaints process has 3 stages:

Stage 1: Complaints go to the manager of the individual or team that your complaint references. The manager will investigate, with a target of responding to your complaint within 10 working days.

Stage 2: Complaints are investigated by the senior manager responsible for the team that your complaint references. They will investigate with a target of responding to your complaint within 10 working days

Stage 3: Complaints are investigated by a managing director who is independent of the individual or team that your complaint references. They will investigate with a target of responding to your complaint within 10 working days

What to do if you're not satisfied

At each stage of our complaints process, you will be provided with the information to escalate your complaint if you are unhappy with the response that you receive.

If, after following the 3 stages of our complaints process, you are not satisfied with the outcome of your formal complaint, you can lodge a formal complaint with the **Property Redress Scheme** (www.theprs.co.uk/complain).

The Property Redress Scheme is a third party independent arbiter who will act independently to conduct an investigation and determine a final outcome.

You can find their full complaints procedure here:

<https://www.theprs.co.uk/consumer/how-it-works>