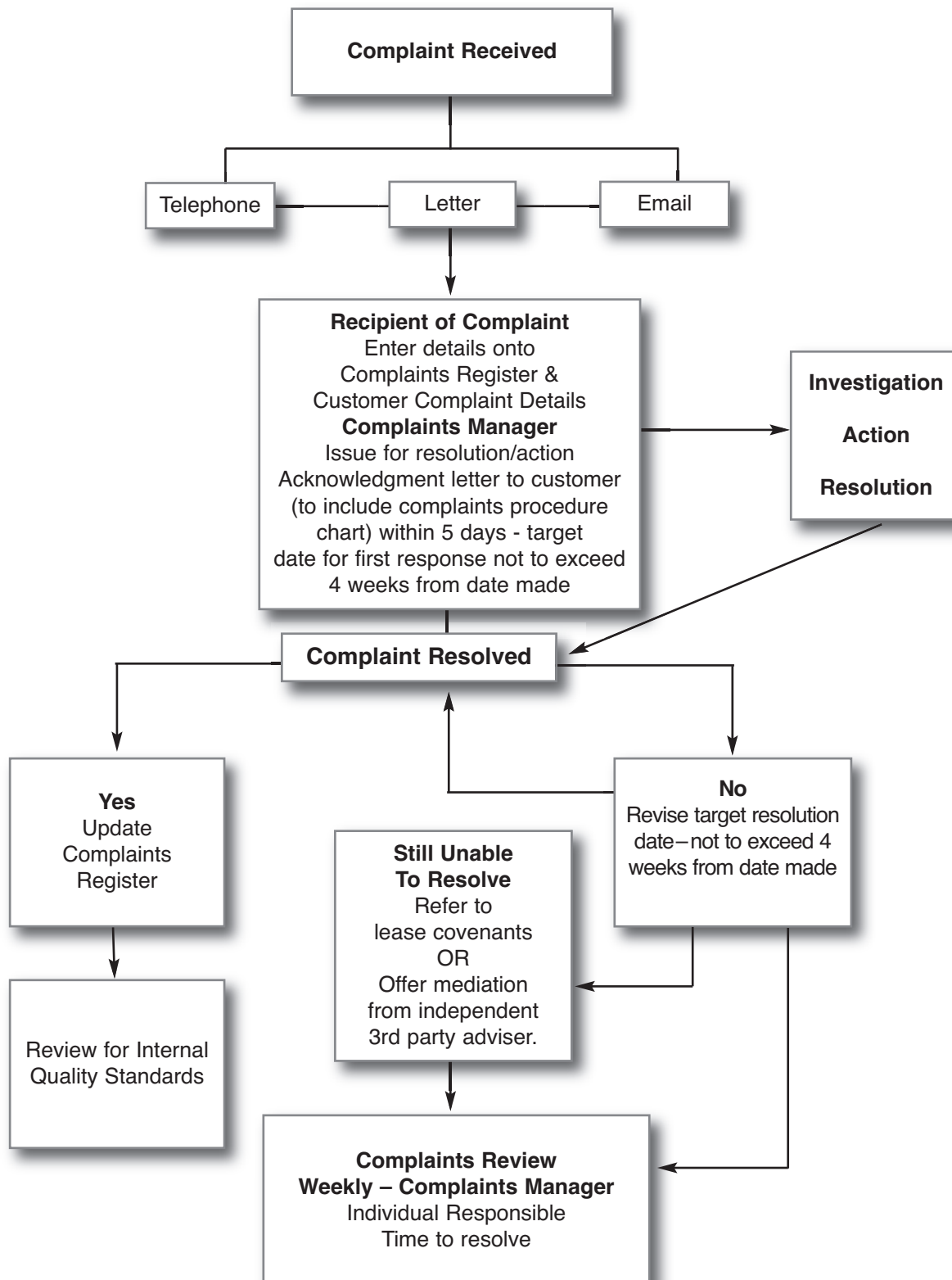


Internal Complaints Procedure



Objective: To identify and track progress until resolution of customer complaints
Responsibility: Complaints Manager
Procedure: Outlined in the flowchart below...



If you are not satisfied with our response, or if a complaint is not resolved after eight weeks, you may refer the complaint to:-

The Leasehold Valuation Tribunal
http://www.rpts.gov.uk/about_us/lvt.htm