



hera

Complaints Service Standards

Our complaints service standards

We will:

- Let you know within three working days that we have received your complaint;
- Send you a full response within 10 working days of receiving your complaint;
- Keep you up to date;
- Learn from our mistakes so they don't happen again

Dealing with complaints

To make sure we deal with any complaints fairly and consistently, we follow a structured procedure as detailed below.

Stage 1

An investigation will be carried out by a senior member of the team, who will make every effort to resolve the problem as quickly as possible. You will receive an acknowledgement letter within three working days of lodging the complaint and a full response within 10 days.

Stage 2

If you do not feel that the complaint has been resolved, a review of the action taken at Stage 1 will be made by the Managing Director. This will ensure that the correct process was followed and confirm whether the decision reached in Stage 1 was consistent with both Hera's policies and principles. As with Stage 1, you will receive an acknowledgement that this has reached Stage 2 within three days and a full response within ten days. All Stage 2 complaints are reported to the Hera Board on a quarterly basis.

Stage 3

If after going through both stages of our complaints procedure you are still not happy, you can contact [The Property Ombudsman Service](#). Normally the Ombudsman will only deal with your case if you have followed all stages of our procedure before contacting them.

How to make a complaint or pay us a compliment

You can make a complaint by emailing us at the address below:

feedback@heramanagementservices.co.uk