



## COMPLAINTS HANDLING PROCEDURE (CHP)

As a company that follows the RICS Code of Conduct for Residential Service Charge Management, we have in place a CHP, which meets the regulatory requirements.

Our CHP has three stages:

Stage one of the CHP gives our company the opportunity to review and consider your complaint in full. Our company will try to resolve your complaint to your satisfaction. If you are not happy with our response, you will have the opportunity to take your complaint to stage two, which is to have one of our directors review the issue. Then if that is not satisfactory, you can proceed to Stage three which gives you, our client, the opportunity to have your complaint reviewed and considered by an independent redress provider, approved by ARMA.

### Stage One

We are happy for you to give us your complaint in any format you prefer: in person, in writing, by email or by telephone. We will then summarise our understanding of the complaint in an email and ask you to confirm that we have understood the complaint in full.

We will then let you have details of what investigations, if necessary, we intend to carry out and a deadline of when you will hear back from us. The contact details for the initial stage of the complaint are :

Mrs Hallie Walters  
Administration Services Manager  
Johnson Burke & Co Ltd  
Fifth Floor  
167 to 169 Great Portland Street  
London W1W 5PF

Telephone no : 0333 006 5734  
Email address : [hallie.walters@johnsonburke.co.uk](mailto:hallie.walters@johnsonburke.co.uk)  
Website : [www.johnsonburke.co.uk](http://www.johnsonburke.co.uk)



## Stage Two

If you are not happy with our initial handling of the complaint and you feel you do not have a resolution, you can then contact our Managing Director who will review the case and come back to you within 28 working days.

Her contact details are :

Mrs Vedia Johnson  
Managing Director  
Johnson Burke & Co Ltd  
Fifth Floor  
167 to 169 Great Portland Street  
London W1W 5PF

Telephone no : 0333 006 5734  
Email address : [Vedia.johnson@johnsonburke.co.uk](mailto:Vedia.johnson@johnsonburke.co.uk)

**NB :** Johnson Burke & Co Ltd is appointed by the relevant freehold/residents management/right to manage company for buildings and works under the instruction of a board of directors and a management agreement. So, if an individual leaseholder has a complaint, they should also advise the board of directors of the company.

## Stage Three

If we are unable to agree on how to resolve your complaint and you are still not satisfied after the last stage of our in-house complaint procedure, then you can take the matter up with the Property Ombudsman, of which we are a member. This is our independent redress provider, as approved by ARMA. Their contact details are:

The Property Ombudsman  
Milford House  
43-55 Milford Street  
Salisbury  
Wiltshire SP1 2BP  
Complaint Enquiries : 01722 333306  
[www.tpos.co.uk](http://www.tpos.co.uk)

Thank you