



Complaint Procedure

IPM Ltd is committed to deliver the highest levels of residential property management service to our customers.

We would really like to hear from you if we do something well, but we acknowledge on occasions things can go wrong. When this happens, we would like you to let us know, then we can try to put matters right as quickly and efficiently as possible.

We welcome customer feedback at any time. It helps us to understand how well we are doing and where we may need to make further improvements to our service.

We know that making a complaint can be stressful, so we aim to make the experience as simple and straightforward as possible. Our process will help us to review and resolve your concerns quickly, fairly and fully.

IPM Ltd are RICS and ARMA-Q regulated and has a two-stage Complaints Handling Procedure which meets the regulatory requirements, as detailed below:

Stage One

If you would like to make a formal complaint, please submit in writing or email to the address below:

Complaints Department, Inspired Property Management, 6 Malton Way, Adwick-le-Street, Doncaster, DN6 7FE

Telephone: 01302 729500

Email: Complaints@ipm.uk

In order for us to help resolve your complaint as quickly and efficiently as possible, we kindly request the following information:

- Your full name and property address/s,
- The name of the Inspired Property Management staff member, if any, that you have dealt with,
- Any relevant account and reference numbers,
- Preferred method of communication and relevant contact details,
- A clear description of your complaint,
- Details of your preferred resolution.

Once we are in receipt of your written complaint, we will send you acknowledgement by a letter or email within three working days and enclose a copy of this procedure.

The investigation of your complaint will normally be dealt with by the Regional Head of Property Management or Line Manager of the member of staff you have dealt with. A formal written outcome of our investigations will be sent you to within 15 working days of sending the acknowledgment letter.



Stage Two

Inspired Property Management will always aim to resolve your complaint through our in-house complaints procedure. However, if you are still dissatisfied, or more than 8 weeks has lapsed since the complaint was first made, you can request an independent review from The Property Ombudsman without charge.

The Property Ombudsman, Milford House, 43-55 Milford Street, Salisbury, Wiltshire, SP1 2BP

Telephone: 01722 333306

Email: admin@tpos.co.uk

Website: www.tpos.co.uk

Please note you will need to submit your complaint to The Property Ombudsman within 12 months of receiving our final viewpoint letter and will need to provide any evidence to support your case.

Data Protection

If your complaint is in relation to data protection, please contact the Data Protection Manager who will lead the investigation and keep you updated on the process and timescales.

Data Protection Manager, Inspired Property Management, 6 Malton Way, Adwick-le-Street, Doncaster, DN6 7FE

Telephone: 01302 729500

Email: data@ipm.uk

If you prefer, you can ask us to review the matter through our formal complaints procedure. We know that making a complaint can be stressful, so we aim to make the experience as simple and straightforward as possible. Our process will help us to review and resolve your concerns quickly, fairly and fully.