



Complaints Policy

CKB Block Management aim to provide all clients with a high-quality service. If something goes wrong, we want to know about it. This will enable us to investigate and resolve your issue and help us to improve our service standards.

Complaints Procedure

The person responsible for dealing with your complaint is: **Beverley Wootton**

We ask that you put your complaint in writing, at the address or email below. This will ensure that we fully understand what your complaint is about and have a written record of it.

**CKB Block Management
Suite 2 Watling Chambers
214 Watling Street
Cannock
WS11 0BD**
Telephone: **01922 322 022**
Email: **info@ckbonline.co.uk**

Our complaints handling procedure has 2 stages:

Stage One

The first stage of our complaints handling procedure will involve a full internal review and consideration of the information provided by Beverley Wootton. We will acknowledge your complaint in writing (by email or post) within 7 working days. Following that we will review your complaint as quickly as possible, and our aim is to provide you with a full response within 28 days of the date of our acknowledgement communication.

We will always try to resolve the complaint to your satisfaction. If you are happy with the outcome of the investigation into your complaint, the matter will be concluded, and the outcome will be confirmed in writing.

If we cannot resolve your complaint, then you will have the opportunity to ask for it to be independently reviewed via stage two of our complaints handling procedure.

Stage Two

You will be asked to provide reasons why you are not satisfied with the outcome of our investigation and provide us with any further information which may be helpful in a further review and will help us to reach a decision. This review will be undertaken by a different member of the Company and their details will be confirmed to you.

If we are unable to resolve your complaint, you have the opportunity to refer it for an independent review to:

**The Property Ombudsman
Milford House, 43-55 Milford Street
Salisbury, Wiltshire
SB1 2BP**
Telephone: **01722 333 306**
Email: admin@tpos.co.uk

Suite 2, Watling Chambers, 214 Watling Street WS11 0BD
01922 322 022 | info@ckbonline.co.uk | www.ckbonline.co.uk