

Customer Care Procedure

Information for Customers

CHAMPS

We, The Champs (UK) Limited, aims to provide the highest standards of service to all our customers. To ensure that your interests are safeguarded, we have a Customer Care / Complaint Procedure in place.

The aim of this process is to resolve any issue or concerns as quickly as possible, although in the majority of cases we hope that matters such as these are resolved before Stage One by our colleagues. Please follow our Customer Care Procedure outlined below.

Stage One

All complaints should, in the first instance, be directed to the Property Management Officer to Customer Care team. He or she will endeavour to resolve your complaint immediately, and no later than within five working days of the first notification. We do recommend where possible you outline your complaint in writing.

Please write by email or letter outlining the details of your complaints to our Customer Care Team:

Customer Care Team
CHAMPS Property
1/F, 3 More London Riverside
London
SE1 2RE
Email: customercare@champs.co.uk

Stage Two

You can escalate your complaint by writing our Manager. Upon receipt of your letter of complaint, the Customer Care Department will acknowledge your complaint within three working days and will ask the Manager to investigate and provide you a full written response within 15 working days.

Stage Three

If you remain dissatisfied, a Final Senior Review can be conducted by a Compliance Officer. To request the Compliance Officer of your complaint, please write by email or letter to the Customer Care Team highlighting that areas you feel have not been resolved.

We will acknowledge your letter or email within three working days and escalate your complaints to the Compliance Officer who will write to you within 15 working days of receiving your request for a review to confirm our Final Viewpoint on the matter.

Stage Four

Once the Compliance Officer has investigated your complaint, we will send you a letter expressing our Final Viewpoint. It will also advise you that you are entitled if you remain dissatisfied to refer the matter to The Property Ombudsman within twelve months of receiving our Final Viewpoint for an independent review. Please note that the Property Ombudsman requires that all complaints are addressed through our internal procedure given above (Stage One to Stage Three) before being submitted for an independent review.

The Property Ombudsman's details are as follows:

The Property Ombudsman

Milford House

43-55 Milford Street

Salisbury

Wiltshire

SP1 2BP

01722 333 306

admin@tpos.co.uk

www.tpos.co.uk