



Complaints Procedure

London Residential Management Ltd. (LRM) is committed to delivering a quality service at all times. However we do accept that occasionally things can go wrong. If you are dissatisfied with any aspect of the service you receive from LRM we would like to hear from you.

We need to know the exact nature of your complaint. Please provide as much information as possible about the service provided, the individuals or nature of the problem and why you felt the service we offered did not meet your expectations.

How to lodge a complaint

You can write to, fax or email the complaint to Sandie Pearce at:

London Residential Management Ltd.
9a Macklin Street
London
WC2B 5NE
Tel: 020 7438 1080
Fax: 020 7438 1081
Email: sandie.pearce@l-r-m.co.uk

If you telephone us, the complaint will be logged. Whoever takes your call will attempt to resolve the issue for you. If you are not satisfied with the response you receive at this stage you can submit a formal complaint in writing.

If your complaint is in writing (including fax or email) Sandie will acknowledge it at the earliest opportunity

It is our intention that complaints will be responded to within seven working days. If a full response cannot be given within seven working days (e.g. when a matter is very complex or where we have to consult a third party on the matter) you will be informed of the progress being made with your complaint.

The Managing Director accepts full responsibility for effective complaints handling.

In all cases we will treat your correspondence in strict confidence, with fairness and objectivity.



It is a condition of ARMA membership that we offer access to an Ombudsman scheme if a dispute is not resolved within 8 weeks from your activation of our complaints procedure. LRM is a member of the Surveyors Ombudsman Service and contact details are as follows :

Surveyors Ombudsman Service

P.O. Box 1021

Warrington

WA4 9FE

Tel : 0330 440 1634 or 01925 530270

Fax: 0330 440 1635 or 01925 530271

Textphone : 0330 440 1600 or 01925 430886

Email : enquiries@surveyors-ombudsman.org.uk

Website : www.surveyors-ombudsman.org.uk