

It is the policy of Zenith Management Ltd that all complaints received shall be handled in a prompt, courteous and professional manner in order to ensure an adequate resolution is achieved.

Time Scales of CHP:

Any complaint will be considered as quickly as possible. We will acknowledge receipt of your complaint within 7 days in the form of an 'Acknowledgement Letter'. A 'Formal Response Letter' will then be provided within 28 days of your complaint explaining our findings. If we are unable to resolve your complaint within this time scale we will write to you advising that we are still investigating and set out a further response time frame.

General Overview of Stages of CHP:

- Consideration of the complaint by a senior member of the firm or the firm's appointed person (stage 1).
- If the complaint cannot be resolved, referral to an independent third party that has the authority to award redress (stage 2).

Stage one

1) One of our Associate Directors will be appointed to address your complaint. If you have a question or would like to make a complaint, please do not hesitate to contact them via one of the methods below. .

Contact Details:

NQ Building, 47 Bengal Street, Ancoats, Manchester M4 6BB

T: 0161 245 1166 F: 0161 245 1167

Email address: info@zenithmanagement.co.uk

2) If the complaint has initially been made verbally – whether face-to-face or over the phone, we request that it be made in writing. This is to ensure we have a full understanding of the reasons for the complaint.

3) Full consideration will be given by the appointed person of any complaint made. The appointed person will investigate fully the complaint and present our finding/ proposals in order to resolve the complaint to the complainant's satisfaction.

4) If the complainant is satisfied with the outcome of the appointed person's investigation then the matter will be considered concluded.

Stage two

5) If the complainant is still not satisfied after the last stage of the in-house complaint procedure (or more than 8 weeks has elapsed since the complaint was first made) then he/she can take the matter up with the Property Redress Scheme without charge.

Contact Details:

Property Redress Scheme
Premiere House, 1st Floor, Elstree Way, Borehamwood, WD6 1JH

Tel: 0333 321 9418
Email: info@theprs.co.uk
Web: www.theprs.co.uk

6) The independent redress mechanism will be used when the internal complaints handling procedure has been exhausted and consideration of the complaint has reached deadlock.



