

COMPLAINTS PROCEDURE

LEVELS PROPERTY MANAGEMENT LTD

Effective Date: 26/05/2025

Last Updated: 26/05/2025

At Levels Property Management Ltd, we are committed to delivering the highest standards of service in block and estate management. We value feedback – positive or negative – as it helps us improve the services we provide. If you are dissatisfied with any aspect of our service, please follow our complaints procedure below.

Step 1: Informal Resolution

In the first instance, we encourage you to raise your concern directly with your dedicated property manager or the relevant member of staff. Many complaints can be resolved quickly and informally.

How to raise your concern:

- Email: info@levelspropertymanagement.co.uk
- Phone: [0330 520 1336](tel:03305201336)
- Post: Levels Property Management Ltd, Suite 1, Old Park Works, Baptist Avenue, Overdale, Telford, TF4 2BN

We aim to acknowledge all informal complaints within 3 working days and resolve them within 10 working days wherever possible.



0330 520 1336



info@levelspropertymanagement.co.uk



www.levelspropertymanagement.co.uk



LEVELS

NEXT LEVEL MANAGEMENT

Step 2: Formal Complaint

If your concern is not resolved to your satisfaction, or you prefer to submit a formal complaint, please do so in writing. Please include:

- Your name and contact details
- The property address involved
- A clear description of the complaint
- What outcome you are seeking

You can send your formal complaint to:

complaints@levelspropertymanagement.co.uk

Or by post to: Levels Property Management Ltd, Suite 1, Old Park Works, Baptist Avenue, Overdale, Telford, TF4 2BN

What happens next:

- You will receive a written acknowledgement within 3 working days of receipt.
- A full investigation will be carried out.
- We aim to provide a full written response within 15 working days. If this is not possible, we will update you on progress and provide a new response date.

Step 3: Escalation to Senior Management

If you remain dissatisfied after receiving our formal response, you may request that your complaint is escalated to senior management for further review. This request must be made within 20 working days of our written response.

Senior management will review the matter and issue a final written response within 15 working days.



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Step 4: Independent Redress Scheme

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 you can take the matter up with the Property Ombudsman without charge:

The Property Ombudsman

- Website: www.tpos.co.uk
- Email: admin@tpos.co.uk
- Phone: [01722 333306](tel:01722333306)
- Address: Milford House, 43–55 Milford Street, Salisbury, Wiltshire SP1 2BP

You must refer your complaint to The Property Ombudsman within 12 months of our final response.

Contact Us

If you have any questions about our complaints process, please contact us.



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