

# VERTUS

## Vertus Complaints Procedure

At Vertus we are committed to delivering exceptional, high-quality service to all our customers. We welcome feedback and are constantly striving to improve our standards of service.

In the event that you are dissatisfied you are encouraged to attempt to resolve any concerns with your Property Manager in the first instance. Following this, if you still wish to raise a formal complaint it can be done so via the following steps. Below is the high level stages of our complaints procedure and the timings you should expect along with details on how to make a complaint:

| Stages  | Responsibility                    | Acknowledgment  | Formal Response                          |
|---------|-----------------------------------|---|--|
| Stage 1 | Building Manager                  | Within 3 working days   | Within 7 working days of acknowledgement |
| Stage 2 | Manager – Operations & Facilities | Within 3 working days   | Within 7 working days of acknowledgement |
| Stage 3 | Property Ombudsmen                | Please see link for TPO Review Process<br><a href="https://www.tpos.co.uk/consumers/the-ombudsmans-review-process">https://www.tpos.co.uk/consumers/the-ombudsmans-review-process</a> |  |
| Stage 4 | ARLA PropertyMark                 | Within 6 months of of the TPO investigations  |  |

### Stage 1

Please provide in writing the details of your complaint ensuring you include the following:

- Customer name & contact details
- Property address
- As much information as possible relating to the complaint (including dates, names of any members of staff dealt with, etc.)
- Where possible any supporting evidence is enclosed / attached
- The ideal outcome for the customer

This should be emailed to [hello@thisisvertus.com](mailto:hello@thisisvertus.com) or By Post to Vertus Residential Management Ltd FAO Complaints Department, Level 31, One Canada Square, London E14 5AB

Vertus will acknowledge receipt of the written complaint within 3 days.

- The complaint will be reviewed by the Building Manager. The results of this will be issued to the customer within 7 working days of sending the letter of acknowledgment.

### Stage 2

If the customer remains unsatisfied, the complaint will be reviewed & further investigated by Manager – Operations & Facilities

Within 7 working days, a letter detailing the findings of the review will be sent to the customer. This will be the final response in relation to the complaint made and should you remain unsatisfied your complaint should then progress to Stage 3.

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## Stage 3

Vertus aims to address and resolve all complaints within 8 weeks. However, if the customer remains aggrieved after receipt of Vertus' final response, the customer can request an independent review from The Property Ombudsman.

If you elect to send your complaint to the Property Ombudsmen any additional correspondence received in relation to this complaint will be withheld until the TPO have reviewed the case and provided their findings.

In order to file a claim with the Property Ombudsment please visit <https://selfserve.tpos.co.uk/>

Contact details for The Property Ombudsman:

The Property Ombudsman Ltd  
Milford House 43-55 Milford Street Salisbury Wiltshire SP1 2BP  
01722 333 306  
[www.tpos.co.uk](http://www.tpos.co.uk)

Kindly be advised that a complaint can only be submitted to The Property Ombudsman within 12 months of the customer receiving Vertus' final response letter.

## Stage 4

If after a submission of your complaint to the Property Ombudsmen you remain unsatisfied within six months of the end of the Property Ombudsmen Investigation you are able to escalate to ARLA Propertymark which is our regulatory body.

Propertymark  
Arbon House  
6 Tournament Court, Edgehill Drive, Warwick, CV34 6LG.  
01926 496 800  
[www.propertymark.co.uk](http://www.propertymark.co.uk)