



BLOCK & ESTATE MANAGEMENT

Complaints Procedure

Reviewed December 2025

www.inblock.co.uk



Complaints Procedure

It is our policy to conduct our business to the highest possible standards to provide the highest quality service. However, in the event that our service does not meet the required standard, all clients are entitled to make a formal complaint.

We will treat all complaints seriously and deal with them in confidence and as fairly and quickly as possible. We will also use the outcome of any investigation into a complaint to improve our business procedures and service.

We will deal with complaints regarding:

- InBlocks' procedures or business practices.
- The conduct of a member of staff.

Complaints must be in writing and will be accepted at 2nd Floor, 126 High Street, Epsom, KT19 8BT or by email to alana@inblock.co.uk

The complaint should include:

- Full details of the complaint including times, dates, locations & forms of communication.
- The name or the employee(s) who are the subject of the complaint.
- Documentary evidence where appropriate and available.
- The outcome being sought.
- Full name, address and contact details (including postal address, telephone number and email address).
- Contact names and details of any witnesses to the incident and a written statement from them so that they can be approached as part of our investigation.



Complaints Procedure

How we handle the complaint:

- We will send you a letter acknowledging receipt of your complaint within three working days of receiving it, enclosing a copy of this procedure.
- We will then investigate your complaint. This will normally be dealt with by the office manager who will review your file and speak to the member of staff who dealt with you. A formal written outcome of our investigation will be sent to you within 15 working days of sending the acknowledgment letter
- If at this stage, you are still not satisfied, you should contact us again and we will arrange for a separate review to take place by a senior member of staff.
- We will write to you within 15 working days of receiving your request for a review confirming our final viewpoint on the matter.
- If you are 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) you can request an independent review from The Property Ombudsman without charge.

**The Property Ombudsman, Milford House, 43-55 Milford Street,
Salisbury, Wiltshire, SP1 2BP**

01722 333 306

admin@tpos.co.uk

www.tpos.co.uk

Please note the following:

You will need to submit your complaint to The Property Ombudsman within 12 months of receiving our final viewpoint letter, including any evidence to support your case.

The Property Ombudsman requires that all complaints are addressed through this in-house complaints procedure, before being submitted for an independent review.



Complaints Procedure

Recording Complaints

In Block will maintain a record of all complaints.

Availability of Information

In Blocks complaints handling procedure will be published on the company's website and a hard copy provided to all clients upon request.