

COMPLAINTS HANDLING PROCEDURE – CONSUMER

Lee Baron is committed to providing the highest standard of service to our clients and customers. However, from time to time, despite our best intentions, things may go wrong. When this happens, please let us know as soon as possible and we will deal with the matter properly and promptly.

- Stage 1**
- In the first instance you should raise the matter with your property management team. This will be either a development manager, the property manager or a senior member of the relevant Lee Baron team.
 - If you are unhappy with the response received, this should be raised with our Customer Experience Manager, Samantha Carrick; scarrick@leebaron.com

In both cases, you will receive an acknowledgement of your complaint within 2 working days and we will aim to respond in full within a further 7 working days. If you are of the view that your complaint has not been properly addressed and/or you still have concerns, you may make your complaint formal.

- Stage 2**
- A written summary of your complaint should be submitted to our Complaints Officer (even if already made verbally) and he will acknowledge receipt of this within 3 working days.

Complaints Officer – David Izzett; 41 Foley Street, London, W1W 7TS;
dizzett@leebaron.com

Where your complaint relates to an insured matter, we reserve the right to pass it on to our insurers who may at their discretion take over the conduct of the matter.
 - Within 14 working days of receipt of a formal written complaint, he will aim to provide an initial response with our proposal for actions we have taken or intend to take. If you have any comments following our response, you may provide these within 5 working days.
 - Within 7 working days of this, he will aim to provide a final response, and we will deem the matter closed.

If we are unable to agree on how to resolve your complaint, the matter may be escalated to one of the appropriate parties.

Stage 3

General Matters	FCA Regulated Matters	Building Safety Matters
Property Redress Scheme Premiere House, 1 st Floor, Elstree, Borehamwood, WD6 1JH 0333 321 9418 info@theprs.co.uk www.theprs.co.uk	Financial Ombudsman Service Exchange Tower, London, E14 9SR 0800 23 4567 complaint.info@financial-ombudsman.org.uk	The Principal Accountable Person
If you are dissatisfied with our response, or it has been more than 8 weeks, you may escalate the complaint without charge. You have 12 months from our final response.	If you are not satisfied with our response, or it has been longer than 8 weeks, you may direct the complaint to the FOS. You have 6 months from our final response.	Where you live in a high-rise building, refer to your Resident Engagement Strategy which will detail how you may escalate a safety complaint.

