

Complaints Handling Procedure

August 2026

At Paige & Co, we are committed to providing a professional, responsive and high standard of service. We value feedback from our clients, leaseholders, tenants and other stakeholders and recognise that, on rare occasions, concerns can sometimes arise.

Should you be dissatisfied with any aspect of our service, we ask that you bring the matter to our attention so that we have the opportunity to investigate and seek to resolve the issue promptly and fairly. Complaints should be made in writing and should include as much detail as possible, including your name and contact details, the address of the property concerned, along with any supporting information you believe to be relevant to the complaint.

Complaints should be sent to our appointed Complaints Handling Officer:

Dan Paige

Paige & Co

Foundry

3 Ellen Street

Hove

East Sussex

BN3 3LN

Email: dan@paigeandco.co.uk

What happens next?

- We will send you a letter acknowledging receipt of your complaint within 3 working days of receiving it, enclosing a copy of this procedure.
- We will then investigate your complaint in full. This review will be undertaken by our complaints handling officer, who will review your file and speak to the members of staff who dealt with you regarding the issue. A formal written

outcome of our investigation will be sent to you within 15 working days of sending our acknowledgement letter.

- If, at this stage, you are still not satisfied with the outcome of this review, we would ask that you provide a response setting out clear reasons as to why you feel that your initial complaint has not been sufficiently resolved.
- We will write to you within 15 working days of receiving your request for a review, confirming our final viewpoint on the matter.

Referral to The Property Ombudsman

If, following receipt of our final response, you remain dissatisfied, or a period of 8 weeks has lapsed since first raising your complaint, you may refer the matter to The Property Ombudsman for independent review, free of charge.

The Property Ombudsman

Unit 159756

PO Box 7169

Poole

BH15 9EL

Email: admin@tpos.co.uk

Telephone: 01722 333306

Website: www.tpos.co.uk

Any referral to The Property Ombudsman must be made within twelve months of receiving our final viewpoint letter and your submission should include any evidence to support your case. Please note, The Property Ombudsman requires that all complaints are addressed through this in-house complaints procedure, before being submitted for an independent review.

Continuous Improvement

At Paige & Co, we are proud of the service which we are able to provide but do recognise that there is always room for improvement. All complaints are recorded

and reviewed, to help ensure that lessons are learned and standards are continually enhanced.

Thank you for bringing any concerns to our attention and allowing us the opportunity to address them.

Yours faithfully,

Dan Paige
Director
Paige & Co

Review Date: August 2027

