

THE PROPERTY OMBUDSMAN- RMA IN-HOUSE COMPLAINTS **PROCEDURE**

- An independent email for any/all complaints will be required to be sent to the Case Officer, Ashley Bolton at the following address: ashley.bolton@rmaproperties.co.uk.
- All oral and written complaints will be noted in writing by the relevant member of staff/administrator
- The relevant member of staff/administrator dealing with the complaint will agree to deal with a properly appointed representative of the customer
- All written complaints will be acknowledged by the appropriate member of staff within 3 working days
- A formal written outcome of RMA's investigation will be communicated to the customer within 15 working days
- If the complaint cannot be resolved, RMA will advise the customer how they can further pursue their complaint within the company by a member of staff whom has not been involved with the complaint
- After 15 working days, once the fullest review has been made and sent to the complainant by RMA on how the matter has been dealt with, RMA will provide information post the 15 working days on how the customer can follow a complaints procedure with the Ombudsman.
- If RMA have provided a written statement, including any offer/compensation following our in-house review of the complaint; the customer will then have 6 months to refer the matter to the Ombudsman if they remain dissatisfied