



Property Management

Unit 1 The Stiltz Building
Ledson Rd
Wythenshawe
Manchester
M23 9GP

Complaints Procedure

EDGE Property Management Company Limited views complaints as an opportunity to learn and improve for the future, as well as an opportunity to put things right for the person [or Leaseholder] that has made the complaint and where the complaint is upheld.

The following information is provided to Persons or leaseholders who wish to formalise a complaint relating to the Services or Actions taken by EDGE Property Management Co Ltd.

Our policy is:

- To provide a fair complaints procedure which is clear and easy to use for anyone wishing to make a complaint
- To publicise the existence of our complaints procedure so that people know how to contact us to make a complaint
- To make sure everyone at EDGE Property Management Company Limited knows what to do if a complaint is received
- To make sure all complaints are investigated fairly and in a timely way
- To make sure that complaints are, wherever possible, resolved and that relationships are repaired
- To gather information which helps us to improve what we do

Definition of a Complaint

We interpret a complaint as something specific the complainant feels EDGE Property Management Company Limited and or our staff has done wrong, in error or possibly something that a complainant thinks should have been done differently.

Complaints Process

If a person wishes to make a complaint about any of EDGE Property Management Limited services or staff, it should be forwarded to the person or service department that has first dealt with the issue that has arisen. The complaint should be put in writing either by email or letter in every instance.

A complaint received by telephone will be logged on the date and time received, but the complainant must set out and confirm a formal complaint. We will request that all complaints are put in writing to us, in detail and we will confirm who the complaint should be directed to. In the absence of a formal written complaint we will assume that the complaint has been withdrawn and no further action will be taken unless the complainant confirms the complaint in writing.

We will try to resolve the complaint on the spot with the complainant if possible and issue a letter confirming the nature of the complaint and the actions taken and agreed. If we can't resolve the complaint immediately, we will aim to reply with our detailed response within 15 working days.

If the complaint remains unresolved by the service department and requires further intervention, it will be escalated to a Senior Manager or Director of EDGE Property Management.

The Service Manager or Director will acknowledge the complaint within 3 working days by letter and will liaise with the Service Department to investigate further the nature and background to the complaint. We aim to reply within 15 working days of the date of the acknowledgement letter.

If at any stage we need more time to reply we will explain the reasons for any delay and inform the complainant when a full response can be expected.

Once we have fully reviewed the complaint and issued a formal response, should no further written response to our formal response be received from the complainant, we will assume that the complaint has been acknowledged and dealt with.

We will issue a Final Viewpoint Letter in the event the complainant submits a formal written response. Otherwise our prior letter may be taken as our Final Viewpoint letter.

If the complaint remains unresolved to the satisfaction of the complainant, we will inform the other party of their legal rights and what steps to take involving further action to resolve the matter. We will continue to seek resolution of the complaint through written communication until we feel we have provided a reasonable response or until such time that we feel we have exhausted the opportunity to satisfactorily resolve matters through continued dialogue, this will be confirmed in the final viewpoint letter.

Confidentiality

All complaint information will be handled sensitively, sharing with only those who need to know and following any relevant data protection requirements where applicable.

Responsibility

Overall responsibility for this policy and its implementation lies with The Board of Directors of EDGE Property Management Company Limited.

Ombudsman Membership

The Property Ombudsman – EDGE Membership No: D7534

Review

This policy is reviewed regularly and updated as required.

Last reviewed: 2nd February 2026

Signed By:



Karl Ardern
Director