



# Complaints Handling Procedure

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## Place by Pinnacle

We pride ourselves on the level of customer service we provide. In the event that you feel dissatisfied with our service and wish to make a complaint, we invite you to follow our Complaints Handling Procedure, details of which can be found below.

## Membership Details

Pinnacle Housing Limited is a member of The Property Ombudsman Scheme (TPO) and members of our team are qualified under ARLA Propertymark.

By belonging to these organisations, we are required to follow strict professional standards.

## Local Resolution – Property Manager

Local Resolution involves making a complaint to the Property Manager of the development where you live. On receipt of your complaint, an acknowledgement of the correspondence will be made within two working days. An assessment will be made of your submission and a response sent to you within five working days of receiving the complaint. Contact details:

FAO; Property Manager  
8th Floor  
Holborn Tower  
137-144 High Holborn  
London  
WC1V 6PL

[enquiries@pinnaclegroup.co.uk](mailto:enquiries@pinnaclegroup.co.uk)

We aim to resolve all complaints during this initial stage. However, if you are still dissatisfied, you will need to progress your complaint through to Stage one of the process.

## Stage One – Regional Manager

Should you feel we have not satisfactorily dealt with the matter; you may address your complaint to the Regional Manager this must be done within 28 days of the letter from the Property Manager.

Your correspondence will be acknowledged within two working days and a full response will be issued within a further fifteen working days. Contact details:

FAO; Regional Manager  
8th Floor  
Holborn Tower  
137-144 High Holborn  
London  
WC1V 6PL

[enquiries@pinnaclegroup.co.uk](mailto:enquiries@pinnaclegroup.co.uk)



## Stage Two – Head of Place by Pinnacle

Should you feel we have not satisfactorily dealt with the matter; you may address your complaint to the Head of Place by Pinnacle, this must be done within 28 days of the letter from the Regional Manager.

Your correspondence will be acknowledged within two working days and a full response will be issued within a further fifteen working days. Contact details:

FAO; Head of Place by Pinnacle  
8th Floor  
Holborn Tower  
137-144 High Holborn  
London  
WC1V 6PL

[enquiries@pinnaclegroup.co.uk](mailto:enquiries@pinnaclegroup.co.uk)

## Stage Three – The Property Ombudsman Scheme

Upon receipt of our final viewpoint letter, in the event that you remain dissatisfied (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.

Please note you will need to submit your complaint to The Property Ombudsman within 12 months from the date of our final viewpoint, including any evidence to support your case.

The contact details for The Property Ombudsman Scheme are as follows:

Telephone: 01722 333 306

Email: [admin@tpos.co.uk](mailto:admin@tpos.co.uk)

Website: [www.tpos.co.uk](http://www.tpos.co.uk) or post:

TPOS Complaints  
Milford House  
43-55 Milford Street  
Salisbury  
Wiltshire  
SP1 2BP

The Ombudsman will not consider your complaint until you have exhausted our internal complaints procedure.