

PLATINUM PROPERTIES ELY

Lettings & Property Management

Complaints Procedure

Platinum Properties Ely Limited | Unit 111, Lancaster Way Business Park, Ely CB6 3NX

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1. Our Commitment

At Platinum Properties Ely we work hard to ensure that every landlord and tenant we deal with receives a professional, efficient, and transparent service. We understand, however, that occasionally things may not go to plan and that you may have cause to raise a concern or complaint with us.

When that happens, we want to hear from you. All complaints are taken seriously, handled promptly, and treated as an opportunity to improve. This document sets out our complaints procedure, which meets the requirements of The Property Ombudsman (TPO) Code of Practice.

2. Stage 1: Speak to Us First

In most cases, concerns can be resolved quickly and informally. In the first instance, please raise your concern directly with the member of staff you have been dealing with, either by:

1. Visiting our office at Unit 111, Lancaster Way Business Park, Ely CB6 3NX
2. Calling us on 01353 664728
3. Emailing your Property Manager or Lettings contact directly

If your concern cannot be resolved at this stage, or if you feel it warrants a more formal response, please proceed to Stage 2.

3. Stage 2: Formal Written Complaint

If your concern has not been resolved informally, you should submit a formal written complaint. Please set out your complaint clearly in writing and send it to the appropriate person listed below, depending on the nature of your complaint.

Contact	Email	Nature of Complaint
Lettings Manager Abigail Dove	abigail@platinumpropertiestely.co.uk	Application & property onboarding complaints
Senior Portfolio Manager Fay Daunt	fay@platinumpropertiestely.co.uk	Property management complaints
Business Manager Neil Johnson	neil@platinumpropertiestely.co.uk	Accounting practices & business compliance complaints

You may also write to us by post at: Platinum Properties Ely Limited, Unit 111, Lancaster Way Business Park, Ely CB6 3NX.

What happens next

- a) We will acknowledge your complaint in writing within 3 working days of receipt, confirming who is handling it and our understanding of your concern. We will also invite you to provide any further information you consider relevant.
- b) We will investigate your complaint thoroughly and respond to you in writing within 15 working days of acknowledgement with the outcome of our investigation and any action taken or proposed.
- c) If your complaint raises matters affecting our processes or procedures more broadly, feedback will be shared with the management team so that appropriate reviews can be undertaken.
- d) If for any reason we are unable to respond within 15 working days, we will write to you to explain why and give you a revised timescale.

4. Stage 3: The Right to Appeal

If you remain dissatisfied following our Stage 2 response, you have the right to appeal. An appeal triggers a separate and independent internal review, conducted by a member of the team who was not involved in the original investigation, ordinarily the Managing Director.

To lodge an appeal, please write to us at the address above or email us, making clear that you wish to invoke your right of appeal and setting out the grounds on which you are doing so.

We will acknowledge your appeal within 3 working days and issue a full written response within 15 working days of receipt.

5. Stage 4: Referral to The Property Ombudsman

We genuinely hope that all complaints can be resolved between us. However, if you remain dissatisfied after exhausting our internal complaints procedure, or if you have not received a final response from us within 8 weeks of first submitting your complaint, you have the right to refer the matter to The Property Ombudsman (TPO).

The Property Ombudsman provides a free, independent dispute resolution service for consumers. Please note:

- The Property Ombudsman will not consider your complaint until our internal complaints procedure has been completed
- Any referral to The Property Ombudsman must be made within 12 months of the date of our final written response

The Property Ombudsman

Unit 159756, PO Box 7169, Poole, BH15 9EL

Telephone: 01722 333306 (Monday to Friday, 9.00am – 4.30pm, excluding Bank Holidays)

Email: admin@tpos.co.uk Website: www.tpos.co.uk