

# Complaints Procedure

DOCUMENT CONTROL INFORMATION				
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15.12.11	AEJ V 2 392	Obsolete	QR	Logo Changed
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09.09.09	AEJ 392	Obsolete	QR	Update BMS

At **AEJ Management** we endeavour at all times to deliver a professional and courteous service to all our customers.

If you feel we have not lived up to this promise or if you feel we can improve or enhance our existing services we would like to hear from you.

If you have a complaint then you can call us on 020 8916 2225, send us an e-mail [admin@aejmanagement.com](mailto:admin@aejmanagement.com) or write to us at:

AEJ Management Ltd  
15 Capital Business Centre  
22 Carlton Road  
South Croydon  
Surrey  
CR2 0BS

Whichever method you use to contact us, please make sure you tell us about:

- The complaint (including what has happened, when it happened, and the background to the complaint if you think it is relevant).
- What has already been done to try and resolve it.
- What you want us to do to resolve your complaint.

We will do our best to resolve the complaint. We will acknowledge your complaint within 48 hours of receipt and an investigation will be carried out into your complaint. You will be notified of the findings of the investigation and of any proposed action.

## If you're dissatisfied with our response...

Please write to us at the address above with the words "FORMAL COMPLAINT" in the subject line, providing details of our response and an explanation of why you are still dissatisfied.

An investigation will be carried out by a Senior Manager. We will write to you within 12 working days confirming that:

- a. The investigation has been completed and giving details of any proposed action; or
- b. The investigation has not been completed, in which case we will explain the reason why and provide a date when a full reply can be expected.