CLUTTONS

Complaints Handling Procedure

November 2026

At Cluttons, we are committed to providing a high standard of service to all our clients, leaseholders, residents and stakeholders. We recognise that, on occasion, things may go wrong and we welcome feedback that helps us improve our services.

If you are dissatisfied with any aspect of our service, we encourage you to let us know so that we can investigate the matter fully and work towards a fair resolution.

What is a Complaint?

A complaint is any expression of dissatisfaction about the service we have provided, an action we have taken, or a failure to act.

Where appropriate, concerns should initially be raised with your property manager or the wider team. If a satisfactory resolution is not reached, the formal complaints procedure set out below will apply.

Stage One: Cluttons Internal Review

All complaints should be submitted to:
Head of Residential Property Management
Email: pmcomplaints@cluttons.com
In writing to: Complaints, Cluttons LLP, Yarnwicke, 119-121 Cannon Street, London EC4N 5AT.

Upon receipt of your complaint:

- You will be sent a copy of the complaint's procedure.
- We will acknowledge your complaint within **three working days**.
- Your complaint will be recorded and investigated by the **Head of Residential Property Management** or another senior member of staff where appropriate. You will be notified of a single named individual as a point of contact for your complaint.
- We will review all relevant information and, where necessary, speak with the individuals involved.
- We aim to provide a full written response within **10 working days** of acknowledging your complaint. If you raise additional issues during our investigation, we will confirm whether they can be considered as part of the existing complaint and whether this affects the response timeframe.
- All complaints are recorded in a central complaints log/register.

If we are unable to complete our investigation within this timeframe, we will write to you explaining why and provide an updated timescale for our response.

Our response will set out

- The findings of our investigation addressing all material points relevant to the complaint.
- Any actions we have taken or propose to take, including a timeframe for actions to begin and be completed.
- Our decision and the reasons for it.
- The next steps available should you remain dissatisfied.

Stage Two: External Independent Review and Redress

If you remain dissatisfied after receiving our final response, you may request that the complaint is referred to an independent redress provider. You may also escalate your complaint if eight weeks have passed since you first submitted it and the matter remains unresolved.

The independent redress scheme available will depend on the nature of the complaint.

Consumer Complaints

Complaints from consumers may be referred to:
The Property Ombudsman
Milford House
43-55 Milford Street
Salisbury
Wiltshire SP1 2BP
Telephone: 01722 333306
Website: www.tpos.co.uk
Email: admin@tpos.co.uk

The Property Ombudsman is RICS approved and requires that all complaints are addressed through this in-house complaints procedure, before being submitted for an independent review. You will need to submit your complaint to The Property Ombudsman within 12 months of receiving our final response letter, including any evidence to support the case. Making a referral to the Property Ombudsman is free to the consumer. - The Property Ombudsman does not deal with building surveying.

Commercial Client Complaints

Complaints from business clients may be referred to:
IDRS Limited
Centre for Effective Dispute Resolution
70 Fleet Street
London EC4Y 1EU
Telephone: 020 7536 6000
Website: www.idrs.ltd

IDRS is also RICS approved.

FCA-Regulated Complaints

Where a complaint relates to insurance services or another activity regulated by the Financial Conduct Authority (FCA), the above procedure still applies.

For FCA-regulated complaints:

- We will acknowledge your complaint within **five working days.**
- We will investigate the matter fairly and impartially.
- We will keep you informed of progress throughout our investigation.
- We will issue a final response within **ten working days** and within the timeframes required by FCA regulations.

If you remain dissatisfied with our final response, or eight weeks have passed since your complaint was received, you may have the right to refer your complaint to:

Financial Ombudsman Service
Exchange Tower
London E14 9SR
Telephone: 0800 023 4567
Website: www.financial-ombudsman.org.uk

Building Safety Complaints

A complaint relating to building safety may be made under our Complaints Handling Procedure if:

- The complaint is about an issue relating to the fire or structural safety of the building or the management of building safety risks.
- The complaint is about our communication with residents or the way in which a fire or building safety query has been dealt with.
- You are not a resident but are affected by the building in relation to the Building Safety Act 2022.
- You are a third party acting on behalf of a resident in relation to the Building Safety Act 2022.
- Any resident over the age of 16 is concerned about any matter relating to fire or building safety and has not yet received a satisfactory response.

If you remain dissatisfied with our final response, or we have been unable to resolve your building safety complaint through this procedure, you can raise your concern directly with the Building Safety Regulator (BSR).
The Building Safety Regulator (BSR)
Redgrave Court
Merton Court
Bootle
L20 7HS
Telephone: 0300 790 6787
Website: www.gov.uk/guidance/contact-the-building-safety-regulator

The BSR investigates building safety risks in occupied higher-risk buildings and can take regulatory action against those responsible for the building, including issuing compliance or urgent action notices and, in serious cases, prosecuting. The BSR is a regulator rather than a redress scheme: it does not award compensation or other individual remedies to complainants. You can contact the BSR about a building safety risk at any time if you believe there is a serious risk to life.

This procedure is for complaints about how building safety has been managed or communicated. If you need to report a building safety defect or incident — for example, a fault you have noticed that could affect fire or structural safety — please report it to us directly by emailing buildingsafety@cluttons.com so it can be acted on without delay. Reporting a defect in this way is separate from making a complaint.

Client's Money Protection Scheme

Cluttons LLP is a firm regulated by the Royal Institution of Chartered Surveyors (RICS) and our annual regulatory review fee covers the Client's Money Protection Scheme.

Cluttons LLP is a limited liability partnership in England and Wales registered under number OC344742, registered office and head office – Yarnwicke, 119-121 Cannon Street, London EC4N 5AT. Regulated by RICS.

Our Commitment

We will:

- Treat all complaints seriously and fairly.
- Investigate concerns objectively and professionally.
- Keep you informed throughout the process.
- Learn from complaints to improve our services.
- Handle complaint information sensitively and share it only where necessary to investigate and respond to your complaint.
- Ensure raising a complaint does not adversely affect the service you receive from us.

If you have any difficulties or needs that should be taken into consideration during this process, please let us know as early as possible and we'll aim to take these into account. This might include requesting documents in a larger format or assistance in understanding more technical documents you feel are relevant.

All complaints will be dealt with in line with our policy and within the timeframes provided. If we feel that a complaint raised constitutes a threat to people or property this will be considered urgent and prioritised above other non-urgent complaints.

We value feedback and view complaints as an opportunity to improve the services we provide to our clients, leaseholders and residents.

Data Protection

Our privacy policy explains how we may use any information that you've given us, how you can instruct us if you prefer to limit the use of that information and procedures we have in place to safeguard your privacy. Further details can be found on our website.
https://www.cluttons.com/privacy-notice/

Cluttons LLP
RICS Regulated Firm
This Complaints Handling Procedure is available upon request and on our website.

Date of Review: **23/11/2026**
Name of Reviewer: **Vicky Moss**