

COMPLAINTS HANDLING PROCEDURE

Complaints must be made in writing and sent by Recorded Delivery to Michelle L Gardner MRICS at the firm's registered office, as set out below. However, we also welcome the opportunity to discuss the matter by telephone or to arrange a meeting. If the complaint is submitted by e-mail, contact should also be made by telephone to confirm receipt.

In the event that Michelle L Gardner is unavailable, complaints should be addressed to Sarah E Grundy BSc (Hons) MRICS at the same address. She is responsible for dealing with such matters in her absence.

G Squared Commercial Property
Management Ltd
Malvern Hills Science Park
Geraldine Road
MALVERN
WR14 3SZ

Sarah Grundy – sarah@g2cpm.com

Michelle Gardner – michelle@g2cpm.com

Telephone: +44 (0)1905 613555

It is our policy to acknowledge receipt of complaints within 7 days.

We aim to complete the investigation within 28 days. Should the nature of the complaint require further time, we will confirm a revised timescale to you.

Alternatively, where the complainant remains dissatisfied with the result of the internal investigation or where a separate review or mediation has proved unsuccessful, the complainant has the right to have the complaint referred to an independent third party for decision. Should the complainant wish to refer the matter the following schemes may be used.

Centre for Effective Dispute Resolution

CEDR Ltd
100 St. Paul's Churchyard, London EC4M 8BU
t 020 7536 6000
www.cedr.com
[Dispute Resolution, Conflict Management & Mediation Services - CEDR](#)