



# Software Complaints Procedure

## At iamproperty we strive to provide our customers with a first-class service on every occasion.

However, if you believe we have made a mistake, or you are dissatisfied with the service you have received, then please let us know so that we can look to put it right.

We aim to offer a clear and transparent procedure in dealing with complaints and aim to resolve every complaint verbally within **2 working days of a verbal submission**.

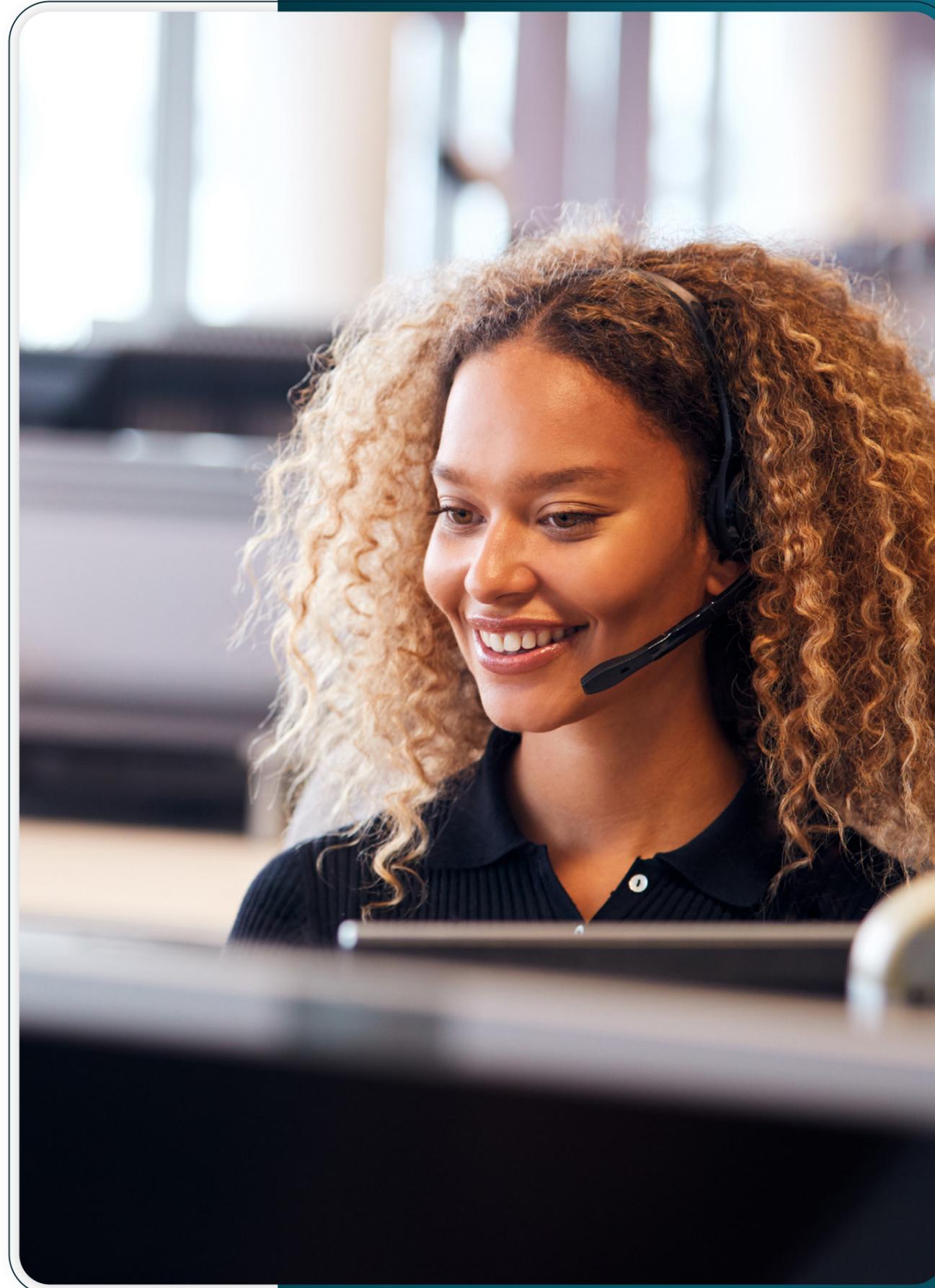
### Stage 1

Please speak with our Software Support team on **0191 406 3055** so we can resolve any issues you may have.

Upon receipt of the complaint, we will discuss the matter with you and will endeavour to provide a satisfactory resolution. We may need time to investigate and respond back to you; nevertheless, we will endeavour to provide a response by telephone to resolve your complaint within **2 working days**.

If you are speaking with one of our colleagues and are provided poor service during the call, you can escalate that call to a Team Leader. You will be provided the name of the Team Leader, and a callback will be scheduled for **within 4 hours**.

If following an investigation we are able to resolve your complaint at this stage, the matter will conclude; however, if you remain dissatisfied you will have the opportunity to escalate your complaint formally to the next stage of this procedure.



### Stage 2

In order to escalate your complaint formally to Stage 2\*, please provide your **formal written complaint in full**, confirming your exact complaint points, the reasons why you remain unhappy and any outcome you endeavour to achieve via:



0191 406 3055



Software Support team,  
iamproperty, 6th Floor,  
Arden House, Regent Centre,  
Newcastle upon Tyne, NE3 3LU



productsupport@iamproperty.com

Upon receipt of the complaint, it will be allocated to a dedicated Manager within the Software management team. The complaint will be **acknowledged within 3 working days** and a **formal written outcome of our investigation** will be sent to you **within 15 working days (21 days)**.

In exceptional cases we may need to extend this timescale and you will be kept fully informed with an explanation provided. If our response at this stage is satisfactory the matter will conclude; however, if you remain dissatisfied then you will have the opportunity to escalate your complaint formally to the next stage of this procedure.

\*If any new complaint is received in writing via letter, email or our website, then the complaint will automatically commence at Stage 2 of this procedure.

## Stage 3

If, at this stage, you remain unsatisfied, you should contact us again and we will arrange for a separate review to take place by a different Manager within the Software management team, and escalate your complaint to Stage 3 of the procedure.

This provides you with the opportunity for a separate and detached review of the complaint by staff not previously directly involved.

Upon receiving your complaint, you will be sent a **letter of acknowledgment within 3 working days** and a full investigation will be conducted. A **formal written outcome of their investigation** will be issued **within 15 working days (21 days)** from the date of the letter of acknowledgment.

In exceptional cases we may need to extend this timescale and you will be kept fully informed with an explanation provided. In all but exceptional cases, complaints will be dealt with by the end of an **8-week period** following the receipt of your original complaint, at which point iamproperty will have given you a final view letter.

Should you be satisfied with the outcome the matter will conclude; however, if we are unable to agree a resolve to your complaint you will have the opportunity to refer your complaint to the **final stage** of our complaints procedure, this being to the Chief Transformation Officer who oversees the Software business.



## Final Stage

The final stage in the complaint's procedure sits with the Chief Transformation Officer. Please note that the Chief Transformation Officer will only review your complaint once you have completed our internal complaints procedure.

The Chief Transformation Officer will consider your complaint in light of all relevant information and any issues already addressed throughout the complaints process. However, they may decline to review complaints relating to matters that occurred **more than 12 months ago**, or if your complaint is referred more than 12 months after their final response.

The Chief Transformation Officer will seek to resolve the issue by reviewing all relevant details and provide a decision based on what is considered fair and reasonable in the circumstances. You will receive a copy of the decision, after which you may choose to accept or reject it.



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**productsupport@iamproperty.com**  
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