

Complaints Handling Procedure

IMA endeavours to always provide excellent service; however, if for any reasons you have a concern about IMA practices or behaviour, please follow the procedure below to allow your query to be dealt with as quickly and efficiently as possible to provide you with a satisfactory resolution.

1. Raise your query directly with the IMA staff member(s) involved, either verbally or in writing.
2. IMA will record your query within three working days of receipt.
3. Allow 15 working days of receipt of your verbal or written query for staff to respond and attempt to resolve your query.
4. If the issue remains unresolved, or you remain unsatisfied with the outcome, issue a formal complaint in writing either:
 - (a) by email to info@imaindustries.com directed to “FAO Complaints and Compliance”
 - (b) by post to: Unit 28 Sarum Complex, Salisbury Road, Uxbridge, Middlesex, UB8 2RZ
5. Please include the following information in any formal complaint raised:
 - (a) your full name and contact information, including telephone number, email and postal address
 - (b) the name(s) of IMA staff involved
 - (c) the nature of your relationship as a client (e.g. Landlord; Tenant; Consultancy Client) and a file number reference if apt
 - (d) a clear and detailed outline of your concerns, including reference to any relevant dates, incidents, letters or Terms of Business
5. Your formal complaint will be recorded and acknowledged within three working days of receipt.
6. An internal investigation will be undertaken and a written outcome will be sent to you within 15 working days of receipt.
7. If you remain unsatisfied with the outcome, you may refer the matter to The Property Ombudsman for a review:

The Property Ombudsman Ltd, Milford House, 43-45 Milford Street, Salisbury, Wiltshire, SP1 2BP

01722 333 306 www.tpos.co.uk

You will need to submit your complaint to The Property Ombudsman within 12 months of receiving our final viewpoint letter, including any evidence to support your case.