



- Damp Control
- Timber Preservation
- Structural Waterproofing
- Structural Repair
- Invasive Weed Control
- Flood Protection/Resilience
- Flood Restoration
- Residential Ventilation
- Ground Gas Protection

Property Care Association
11 Ramsay Court, Kingfisher Way,
Hinchingsbrooke Business Park,
Huntingdon, Cambs, PE29 6FY

Tel: 01480 400 000

Email: pca@property-care.org

Web: www.property-care.org

Property Care Association - Complaints Procedure

We have appointed Mr James Berry, Head of Technical, to deal with your complaint against the Property Care Association. If you have any questions or if you would like any further assistance, please do not hesitate to contact him.

When we have received your written complaint (either email or letter), Mr Berry will contact you within seven working days. At this stage we will give you our understanding of the complaint that has been made. It may be necessary to collect additional information from other parties involved with the complaint. We will also invite you to make any further comments that you may have in relation to this.

Within twenty one working days of receipt of your written complaint, Mr Berry will write to you and inform you of the outcome of his investigation into your complaint and let you know what actions (if any) we have taken or will take.

If you are dissatisfied with any aspect of our handling of your complaint or the outcome of our investigations, please feel free to contact Mr Stephen Hodgson, who will review your complaint and contact you within fourteen working days to inform you of the conclusions of his review.

If you remain dissatisfied with any aspect of our initial handling of your complaint and or the separate review, then the complaint will be referred to the Property Care Association's Board of Directors. Your complaint will be added to the agenda of the next scheduled board meeting.

Following a review of your complaint by the Board the Chairman will contact you in writing within fourteen working days to inform you of the conclusions of this review.

Note

If you decide to seek a legal remedy to the complaint against the Property Care Association at any time, then the following procedure will be curtailed with immediate effect.



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