

Core Estates Complaints Procedure

At Core Estates, we are committed to providing the highest standard of service to our clients and tenants. However, we understand that there may be occasions where you feel our service has not met your expectations. If you wish to make a complaint, our structured complaints procedure ensures your concerns are addressed promptly and fairly.

Stage 1: Informal Resolution

1. Raise Your Concern:

Contact your property manager or the member of staff involved in the issue directly. In many cases, complaints can be resolved quickly and informally through discussion.

- Phone: 01204 565535
- Email: info@coreestates.co.uk

2. Resolution Timeline:

We aim to acknowledge and respond to informal complaints within **7 working days**.

Stage 2: Formal Complaint

If you are not satisfied with the outcome of the informal resolution, you may submit a formal complaint:

1. Submit Your Complaint:

- Email your complaint to info@coreestates.co.uk.
- Alternatively, write to us at:
Core Estates Complaints Team
St Peters House, Silverwell Street, Bolton, BL1 1PP

Please provide:

- Your full name and contact details.
 - Details of the issue, including dates, property address, and any relevant correspondence.
 - What resolution you are seeking.
- 2. Acknowledgement:**
- We will acknowledge your complaint in writing within **5 working days**.
- 3. Investigation:**
- A senior member of our team will investigate your complaint and provide a detailed response within **10 working days**.
 - If further time is required, we will notify you and provide a revised timeline.
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Stage 3: Escalation

If you remain dissatisfied with our response, you may escalate your complaint:

1. Escalate to Management:

- Request a review of your complaint by our management team by replying to the formal complaint response.

A manager will re-examine your case and respond within **10 working days**.

2. Referral to an Independent Redress Scheme:

Core Estates is a member of the Property Redress Scheme.

- If you are not satisfied after the management review, you may refer your complaint to the redress scheme.
- Contact details:
 - Property Redress Scheme
 - Website: <https://www.propertyredress.co.uk/>
 - Phone: 0333 321 9418

The redress scheme will only consider your complaint once our internal complaints process has been fully exhausted.

Our Commitment

Core Estates is dedicated to resolving complaints promptly and professionally. Your feedback is invaluable in helping us improve our services.

If you have any questions about this process, please do not hesitate to contact us at info@coreestates.co.uk or 01204 565535.