

COMPLAINTS PROCEDURE

- **Stage 1** – Where possible please make your complaint in person at reception or by telephone. Our staff on-site will attempt to investigate and deal with the matter immediately. If you are unhappy with the solutions or explanations given you can escalate your complaint to Stage 2 by letter or email to site within 10 working days.

- **Stage 2** – Your complaint must be in writing. Our staff will pass your communication to a senior member of staff within Brunel Court, or at Head Office TJ Thomas, who will investigate further and provide a written response within 10 working days where possible. You must state why you think your complaint has not been treated fairly or correctly.

- **Stage 3** – Your complaint must be in writing. If you still feel your complaint has not been treated fairly or correctly you can write to the Company Director at, TJ Thomas, 1 Derby Building, Wavertree Road, Liverpool L7 3ES. The Director will normally notify you of their decision within 10 working days. You must state why you think your complaint has not been treated fairly or correctly to this point.

- **Stage 4** – Brunel Court is a member of the Accreditation Network UK (ANUK)/The National Codes. If, after giving Brunel Court a chance to respond to your complaint you are still not satisfied, you can ask for an independent decision from ANUK/National Codes by submitting a complaint here
  submit a national code complaint online

Please note: Complaints about both 2019-20 and 2020-21 tenancy agreements relating to the Covid-19 outbreak are excluded from this complaints process.

All terms of the tenancy agreements remain applicable unless notified otherwise in writing by TJ Thomas Estates Group.
All notifications are final and there is no appeal or escalation process for such complaints.