

# Complaints Policy

Dated: 21/10/2025

We are committed to delivering world-class services to the highest standard. We are ambitious and dedicated, constantly re-evaluating and improving our customers' experience.

Should you have any tips for us on how to improve, we would love to hear from you! Similarly, should something go wrong in your experience with us, we would like to hear about this too. Your opinion is important to us and we want to give you a voice which could help us shape the future of our company, as well as give us an opportunity to improve things, however big or small your suggestions might be.

If you would like to give us your feedback:

Please email us on [lettings@pensioproperty.co.uk](mailto:lettings@pensioproperty.co.uk) with your comment.

## IF YOU HAVE A COMPLAINT

Please email us at Pensio Property Management Ltd, Pera Business Park, Nottingham Road, Melton Mowbray, Leicestershire, LE13 0PB, providing as much detail as you can. Let us know what the problem is, and how you'd like us to put things right.

We will acknowledge your email (this is usually within 5 working days) of receipt although during busy times may be longer). We will then investigate your complaint. This may mean that we will ask you to provide more information, depending on your type of submission. This should take no longer than 14 days from the date we receive all relevant information, after which we will respond to you with a resolution.

## STILL NOT HAPPY?

If you're still not happy, you can take your complaint to the Property Investors Mediation Service (PIMS).

If you're not happy with the response you get – or if we fail to get back to you – you can ask for the PIMS to get involved. They provide mediation for property investors and property entrepreneurs.

Our membership details are:

Name – Hussain Lester

Membership Number - 122624