

HIPAG Services Ltd. Complaints Procedure

HIPAG Services comply with the HIP Code: <http://www.propertycodes.org.uk/>

Information for customers

If you want to make a complaint, we will deal with it speedily and fairly. We will:

- Acknowledge your complaint within 5 working days of receipt
- Try and resolve your complaint fully within 4 weeks of receipt. If there are valid reasons for consideration of the complaint taking longer, we will keep you fully informed in writing or via telephone or email as you prefer and you will receive a response at the very latest within 8 weeks.
- Liaise with counselling organisations acting on your behalf, if you ask us to.
- Send you a final decision on the complaint in writing.

If you are not satisfied with the final decision, you may refer the complaint to the Independent Property Codes Adjudication Scheme (IPCAS) and we will give you contact details. We will co-operate fully with the independent adjudicator during the consideration of a complaint by the IPCAS and comply with any decision.

Complaints should be sent to:
HIPAG Services Limited
Oyez House
7 Spa Road
London SE16 3QQ
Phone: 0845 375 2890
E-mail: packs@oyezhipag.co.uk

IPCAS can be contacted at:
IDRS Ltd, 24 Angel Gate, City Road, London EC1V 2PT
Phone: 020 7520 3800
Fax: 020 7520 3829
E-mail: info@idrs.ltd.uk