


H2MO LTD
Complaints Handling Procedure

H2MO Ltd is committed to providing a high standard of service to all landlords, tenants, and customers. We take complaints seriously and use this procedure to resolve them fairly, promptly, and transparently.

Our Commitment

This procedure applies to any expression of dissatisfaction, whether written or verbal, about the service provided by H2MO Ltd. We aim to:

- Acknowledge every complaint promptly and treat it fairly
- Investigate thoroughly and impartially
- Respond clearly, explaining our findings and any action taken
- Learn from complaints to improve our service

Stage 1 – Complaint in Writing

If you are unhappy with any aspect of our service, please put your complaint in writing in the first instance, addressed to:

Contact	Office Manager
Email	hello@h2mo.co.uk
Telephone	01482 244111
Post	H2MO Ltd, 127 Chanterlands Avenue, Hull, HU5 3TG

Please include as much detail as possible, including:

- Your name and contact details
- The property address (if applicable)
- A clear description of the issue and dates involved
- What outcome you are hoping for

What happens next

1. We will acknowledge your complaint in writing within 3 working days of receipt.
2. The Office Manager will investigate your complaint, which may include reviewing files, correspondence, and speaking with relevant staff or contractors.
3. We will send you a full written response within 15 working days of acknowledging your complaint, setting out our findings and any action we propose to take.

- If we need longer to investigate (for example, where a matter is complex), we will write to explain why and give a revised timescale.

STAGE 2

Escalation to Director – Jason Kay

If you remain dissatisfied following our Stage 1 response, you may escalate your complaint to the Director:

Contact	Jason Kay, Director
Email	jason@h2mo.co.uk
Telephone	01482 244111
Post	H2MO Ltd, 127 Chanterlands Avenue, Hull, HU5 3TG

To escalate to Stage 2, please write to Jason Kay within 21 days of receiving our Stage 1 response, explaining why you remain dissatisfied and what outcome you are seeking. Please enclose a copy of your original complaint and our Stage 1 response.

What happens next

- We will acknowledge your Stage 2 complaint in writing within 3 working days of receipt.
- Jason Kay will personally review the complaint and our Stage 1 handling of it, independently of the original investigation.
- We will send a full written final response within 15 working days of acknowledging your Stage 2 complaint, confirming our final position.
- This constitutes our final viewpoint and brings our internal complaints procedure to a close.

Still Not Resolved? The Property Redress Scheme

H2MO Ltd is a member of the Property Redress Scheme (PRS). If you have completed both Stage 1 and Stage 2 of our internal complaints procedure and remain dissatisfied – or if more than 8 weeks have passed since you first made your complaint – you may refer the matter to the Property Redress Scheme, who provide a free, independent review.

Scheme	The Property Redress Scheme (PRS)
Website	www.theprs.co.uk
Email	info@theprs.co.uk
Telephone	0333 321 9418

Post	Property Redress Scheme, Premiere House, 1st Floor, Elstree Way, Borehamwood, WD6 1JH
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The Property Redress Scheme cannot usually consider a complaint until our own internal procedure (Stage 1 and Stage 2 above) has been completed, unless 8 weeks have elapsed without resolution.

Recording & Reviewing Complaints

All complaints are logged centrally, together with the outcome and any resulting action. We review complaint records periodically to identify recurring issues and improve our service standards.

This procedure is reviewed periodically by H2MO Ltd to ensure it remains fair, effective, and compliant with current regulatory requirements.