

## Complaints procedure

Date: July 2024

Estama is committed to providing our clients, occupiers and suppliers with the highest standard of service, but we understand at times that things can go wrong from time to time. If for any reason we have not met their expectations, please let us know as soon as possible by contacting a member of our staff or emailing the email address below.

Estama aim to address all concerns & complaints raised by external parties in a prompt and efficient manner. In the event of a complaint, we will, where possible, resolve it within five working days of receipt. If for any reason we are unable to resolve the issue satisfactorily within this period, we will continue investigating the matter and will follow the below process

### Making a complaint

By post:  
Estama (UK) Limited  
Bolsover House  
5-6 Clipstone Street  
London  
W1W 6BB

By email:  
[infor@estama.co.uk](mailto:infor@estama.co.uk)

Or by speaking with your usual Estama contact

### Ongoing management of your complaint

We will provide an initial response within two working days of receipt of any complaint.

Following the receipt of a complaint a complaints handler will be assign to review and thoroughly investigate the issue. Your complaints handler will keep you updated with developments from their investigation as it progresses.

If you are not satisfied with the response to your complaint, you can escalate it to our senior management team by contacting us at [info@estama.co.uk](mailto:info@estama.co.uk) or calling 020 7383 8300.



George Grimes  
Director & Head of Property Management  
Date: 01/07/2024