

Complaints Handling Procedure

Four Key Asset & Block Management Limited – trading as Four Key

Last updated: September 2026

Our Commitment

Four Key Asset & Block Management Limited (trading as “**Four Key**”, “**we**”, “**us**” or “**our**”) is committed to providing a professional, responsive and transparent property management service and a high standard of service to our clients, residents and leaseholders.

We recognise that things can sometimes go wrong. We take complaints seriously and aim to resolve them promptly, fairly, consistently and professionally, while giving Four Key an appropriate opportunity to investigate and respond.

This procedure applies to clients, residents, leaseholders and third parties who wish to raise a formal complaint about an aspect of Four Key’s service.

What Is a Complaint?

A complaint is an expression of dissatisfaction concerning the standard of service provided by Four Key, or an action or failure to act by us, where a formal response or resolution is sought.

A routine service request, maintenance report, request for information or other operational issue will not ordinarily be treated as a formal complaint at the outset. Where appropriate, we may first seek to resolve such a matter through the relevant property management channel.

How to Make a Formal Complaint

A complaint may be submitted using any of the following methods:

- Email: info@fourkey.co.uk – please mark the subject line “Formal Complaint”.
- Telephone: 020 8050 4444 – Monday to Friday, 9:00am to 5:00pm.
- Post: Four Key Asset & Block Management Limited, 105 St Pauls Road, Islington, London, N1 2NA.
- Website: use the complaint/contact form on the Four Key website and select “Complaint” from the dropdown where available.

Where a complaint is made by telephone, we may ask for the principal issues or supporting information to be confirmed in writing where this is reasonably necessary to create a clear record and investigate the matter properly.

To help us investigate effectively, please provide:

- your full name and contact details;
- the address of the property or development concerned;
- a clear description of the matter complained of;
- relevant dates and, where applicable, the names of persons involved;
- copies of relevant correspondence, photographs, documents or other supporting information; and
- the outcome or resolution you are seeking, where appropriate.

Please provide the information and documents on which you would like us to rely. We cannot assume that the person reviewing your complaint has previously seen correspondence or documents held elsewhere.

There is no charge for making or investigating a complaint.

Stage One – Investigation

We will aim to acknowledge receipt of a formal complaint within three (3) working days.

An appropriate member of the Four Key team will investigate the complaint. Where reasonably practicable, the person investigating will not be the individual whose conduct or actions are principally the subject of the complaint.

As part of the investigation, we may:

- review relevant correspondence, records and property information;
- speak with the relevant property manager or other members of our team;
- review instructions received from our client;
- consider information held by contractors, professional advisers or other relevant third parties where appropriate; and
- request further information where reasonably required to understand or investigate the complaint.

We aim to provide a full substantive written response within fifteen (15) working days of receiving the complaint. Our response will explain the outcome of our investigation and, where appropriate, any action we propose to take.

If the complaint is complex or circumstances outside our reasonable control mean that additional time is required, we will inform you of the delay and provide an estimated date for our response.

Stage Two – Internal Escalation and Final Review

If you remain dissatisfied with our Stage One response, you may request a final internal review. The request should be made in writing, clearly state that you wish to escalate the complaint and explain which aspects of the Stage One response you remain dissatisfied with and why.

Where reasonably practicable, the review will be undertaken by a Director or senior member of Four Key who was not directly responsible for the original complaint or Stage One decision.

We aim to acknowledge the escalation within three (3) working days and provide our final written response within fifteen (15) working days of receiving the escalation request.

Following the review, we will provide our Final Viewpoint, setting out Four Key's final position on the matters raised and, where appropriate, any proposed resolution. The Final Viewpoint concludes Four Key's internal complaints procedure.

Timescales Summary

Stage	Target response time
Acknowledgement of formal complaint	Within 3 working days
Full Stage One response	Within 15 working days
Acknowledgement of escalation	Within 3 working days
Final Stage Two response	Within 15 working days

We aim to resolve complaints sooner wherever possible. In exceptional or complex circumstances, additional time may be required; where there is a material delay, we will endeavour to keep you informed.

Our internal complaints process should ordinarily be completed within eight (8) weeks from the date on which the formal complaint was first received. Timescales may be affected where we are awaiting information reasonably required from the complainant or a relevant third party.

Independent Review

Where Four Key is registered with The Property Ombudsman ("TPO") in respect of the service complained about, and you remain dissatisfied after receiving our Final Viewpoint, you may be entitled to refer the matter to TPO for independent consideration.

You may also be able to approach TPO where more than eight (8) weeks have passed since you first submitted your formal complaint and the internal complaints process has not been concluded.

A referral to TPO must generally be made within twelve (12) months of the date of our Final Viewpoint, subject to TPO's applicable rules and eligibility requirements.

The Property Ombudsman

Unit 159756

PO Box 7169

Poole

BH15 9EL

Telephone: 01722 333306

Email: admin@tpos.co.uk

The availability and scope of independent redress will be determined by the relevant redress scheme in accordance with its rules.

Matters Outside Our Control or Authority

In managing a property, Four Key may act on the instructions of a freeholder, landlord, Resident Management Company, Right to Manage Company or other client. A complaint may therefore concern a decision, obligation or matter which is not within Four Key's authority to determine or change.

Where this applies, we will explain our position where reasonably possible and, where appropriate, identify the relevant party or process through which the matter may need to be pursued.

This complaints procedure does not alter the terms of any lease, management agreement or other contract, or any statutory rights and obligations applicable to Four Key, our clients or a complainant.

Service Charges and Other Legal Rights

This procedure is intended to address complaints concerning the service provided by Four Key. Certain matters, including disputes concerning the reasonableness or legal recoverability of service charges, interpretation of leases, statutory consultation requirements or other legal rights, may fall within the jurisdiction of a court, tribunal or another appropriate body rather than this complaints process or an Ombudsman scheme.

Nothing in this procedure prevents any party from exercising any legal or statutory rights available to them.

Complaints Involving Third Parties

A complaint may concern the actions of a contractor, supplier, insurer, professional adviser or another third party rather than Four Key itself. Where appropriate, we may assist in directing the matter to the relevant party or obtaining information as part of our management role.

The investigation of a complaint under this procedure does not, of itself, make Four Key responsible for the independent acts or omissions of a third party.

Record Keeping, Confidentiality and Data Protection

We maintain a complaints register and review complaints to identify recurring issues, trends and opportunities to improve our service.

Complaint records will be retained in accordance with our applicable data retention practices and UK data protection law. Complaints will be handled with appropriate confidentiality, and information will only be shared where reasonably necessary to investigate, respond to or administer the complaint, or where disclosure is otherwise required or permitted by law.

Personal information will be handled in accordance with Four Key's Privacy Policy and applicable UK data protection legislation.

Accessibility and Fair Treatment

We want our complaints process to be accessible. Where reasonably required, we will consider appropriate adjustments to assist a person in making or progressing a complaint.

Making a complaint will not result in a complainant being treated less favourably by Four Key.

Contact Us

If you have a question about this procedure, would like guidance before making a formal complaint, or wish to submit a complaint, please contact:

Four Key Asset & Block Management Limited

105 St Pauls Road

Islington

London

N1 2NA

Email: info@fourkey.co.uk

Telephone: 020 8050 4444

Telephone hours: Monday to Friday, 9:00am to 5:00pm

You may also submit a complaint through the Four Key website complaint/contact form and select "Complaint" from the dropdown where available.

Four Key Asset & Block Management Limited – trading as Four Key | Company No. 17150831 | Registered office: 105 St Pauls Road, Islington, England, N1 2NA