

CUSTOMER COMPLAINTS PROCEDURE

We follow standard procedures in dealing with complaints, so you can be sure that we will investigate your complaint fully and fairly.

Set out below is the procedure we will follow should you have a complaint:-

- We will acknowledge your complaint as soon as practical upon receipt
- We will notify the Northwood Regional UK Executive Director of your complaint
- We will review the complaint thoroughly and aim to give you a full written response within five working days
- Contact will be made within five working days should we need more time to respond to your complaint, explaining the delay, what we are doing to resolve it and when you can expect to hear from us
- We will liaise with you in a polite and courteous manner
- We will consider whether any form of further action is appropriate
- We will keep a log of the complaint received, the action and the outcome

If you wish to make a complaint, please contact your Asset Manager in the first instance. If you do not feel your complaint is being dealt with appropriately, please contact our Head Office on the contact details below:

Northwood Regional UK
St Catherine's House
Oxford Square
Oxford Street
Newbury
RG14 1JQ
Tel: 01635 521088

Nick Turner, Director - nickturner@northwoodinvestors.com