



BRITISH LAND COMPLAINTS PROCEDURE

We listen to our occupiers and visitors to our spaces, respond promptly and value your feedback in helping us to improve our service. If you are an occupier, resident, visitor or neighbour of a British Land property or development and have a complaint relating to our space, please let us know. There are several ways you can provide your feedback.

Step 1 Direct contact

We would welcome the opportunity to speak to you in person and would encourage you to talk to the teams on site or by using the contact details available at the property. They aim to achieve resolution within five working days.

Step 2 Formal contact

If we have been unable to help you in person, or you would prefer to make a formal complaint, please contact our Complaints Support Team by email at ComplaintsSupportTeam@britishland.com

or by using any complaints form made available by British Land, providing details of your experience.

Your complaint will be acknowledged within three working days and assigned to the relevant colleague for investigation/action. You will be given the name of the person dealing with your complaint and an expected date of response.

Within ten working days we will either:

- A** Provide a full written response; or
- B** Write giving you a new timescale if your complaint is complicated and we are not able to complete our investigations within ten working days; or
- C** Agree a meeting involving yourself/your nominated representative and the appropriate British Land representatives.

All formal complaints made to British Land are recorded and reported to the Director of Operations, as appropriate.

Step 3 For property management and service charge issues

Alternative Dispute Resolution: If steps one and two of our complaints procedure do not lead to a satisfactory conclusion where service charges are in dispute, we are happy to try to resolve disputes through alternative dispute resolution provided by the Royal Institution of Chartered Surveyors (RICS).

These need to be conducted on a "without prejudice" basis and any evaluation must not be legally binding. This approach can be more efficient and cost-effective than going through the civil courts. For more information visit www.rics.org.uk.

Other policies

GDPR

If you are seeking to obtain access to your personal information, please complete the form contained in the "What are your rights?" section of our Privacy Notice: www.britishland.com/privacy-notice

Whistleblowing

Our approach to Whistleblowing can be found on our website [here](#)

Senior oversight

The British Land Complaints Procedure is overseen by Mark Evans, Director of Operations