



The Nottingham Park Estate Limited

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Complaints Escalation Process

A resident submits a complaint regarding an issue on the Estate.

The General Manager reviews the complaint and determines the appropriate course of action.

A response is then issued to the complainant.

If the complainant is not satisfied with the response or action taken, the General Manager escalates the matter to the relevant sub-committee for further consideration.

Following this, a second response is provided to the complainant.

Should the complainant remain dissatisfied, the matter is placed on the agenda for discussion at the next Board meeting.

After the Board has reviewed the issue, the General Manager issues a final response to the complainant on behalf of the Board.