



MYDDELTON & MAJOR IN HOUSE COMPLAINTS PROCEDURE

We are committed to providing a professional service to all our clients and customers. When something goes wrong, we need you to tell us about it. This will help us to improve our standards.

If you have a complaint, please put it in writing, including as much detail as possible. We will then respond in line with the timeframes set out below (if you feel we have not sought to address your complaints within eight weeks, you may be able to refer your complaint to the Property Ombudsman to consider without our final viewpoint on the matter).

You should contact the partner responsible for complaints handling at the office who is Dean Speer MRICS.

What will happen next?

- We will send you a letter acknowledging receipt of your complaint within three working days of receiving it, enclosing a copy of this procedure.
- We will then investigate your complaint. This will normally be dealt with by the Partner responsible for the relevant department who will review your file and speak to the member of staff who dealt with you. A formal written outcome of our investigation will be sent to you within 15 working days of sending the acknowledgement letter.
- If, at this stage, you are still not satisfied, you should contact us again and we will arrange for a separate review to take place by the Senior Partner.
- We will write to you within 15 working days of receiving your request for a review, confirming our final viewpoint on the matter.

If you are still not satisfied after the last stage of the in-house complaint procedure (or more than 8 weeks has elapsed since the complaint was first made) you can request an independent review from The Property Ombudsman without charge.

The Property Ombudsman

Milford House
43-55 Milford Street
Salisbury
Wiltshire
SP1 2BP

01722 333 306

admin@tpos.co.uk

www.tpos.co.uk



49 High Street, Salisbury, Wiltshire SP1 2PD

Commercial Tel: **01722 337577** Residential Sales Tel: **01722 337575** Residential Lettings Tel: **01722 337579**
www.myddeltonmajor.co.uk

Partners: P G Holford MRICS • D A Speer MRICS • P C Sammons MRICS
S M Lee FRICS • A J L Brain • T E Haine MRICS **Associate:** M J A Holmes MRICS

Chartered Surveyors Regulated by RICS