

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.

This page explains how you make a complaint to us and what we will do with it.

We will where appropriate, make reasonable adjustments for consumers who might be disadvantaged because of factors such as their age, infirmity, disability, lack of knowledge, lack of linguistic or numeracy ability, economic circumstances, bereavement or do not speak English as a first language.

Contact us

We want to sort things out for you as soon as we can. The easiest and quickest way is by talking to us.

Call us on 0117 9734940

Send us an e-mail to admin@maggsandallen.co.uk

Write to us at: Complaints, Maggs & Allen, 22 Richmond Hill, Clifton, Bristol. Please include as much detail as possible about what's gone wrong, along with your name, address, contact number and a convenient time for us to call you.

What we'll need

Please provide us with as much information as possible when making your complaint. This will help us to understand the issue and resolve it quickly. Please include:

- Your name and address
- A description of your complaint and how it has affected you.
- When the issue happened and where.

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).

What will happen next?

- We will send you written acknowledgment of the 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 a Manager 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 receipt of the original complaint.
- 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 a 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 with our final viewpoint (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

Please note the following:

You will need to submit your complaint to The Property Ombudsman within 12 months from the date of our final viewpoint, including any evidence to support your case.

The Property Ombudsman requires that all complaints are addressed through this in-house complaints procedure, before being submitted for an independent review.