



Town & Country
— COLLECTION —

COMPLAINTS HANDLING PROCEDURE

m2 estate agents and Town & Country Collection are trading names of Mark 2 Estate Agents Limited.
Company Registration No. 11325525. Vat no.301542944

December 2018

COMPLAINTS HANDLING PROCEDURE

If you have a complaint, then this note sets out the procedure, which we will follow in dealing with that complaint:

1. A person has been appointed to deal with complaints and you should not hesitate to contact the relevant person in writing. Details are set out below:

Mr A M Roberts
17 Bridge Street, Usk, NP15 1BQ
Tel: 01291 672827

2. Where your complaint is initially made orally, you will be requested to send a written summary of your complaint to the person dealing with it.

3. Once we have received your written summary of the complaint, we will contact you in writing within 14 working days to inform you of our understanding and the circumstances leading to your complaint. You will be invited to make any comments that you may have in relation to this.

4. If deemed necessary, the person handling your complaint will arrange to visit your property, providing access is available. The relevant staff member will also be interviewed and any necessary further information established.

5. The person investigating the complaint will, at this stage, write to you in order to inform you of the outcome of the investigation into your complaint and let you know what actions have been or will be taken.

6. If you are dissatisfied with any aspects of our handling of your complaint, you should contact the following person, who will personally conduct a separate review of your complaint and contact you within 14 days to inform you of the conclusion of this review:

Mrs J Francis
11 Cross Street, Abergavenny, NP7 5EH
Tel: 01873 856388

7. If the complaint is still not resolved to your satisfaction or you remain dissatisfied with any aspect of our handling of your complaint, we agree to the referral of your complaint to:

The Property Ombudsman
Milford House, 43-45 Milford Street, Salisbury, SP1 2BP