

COMPLAINTS PROCEDURE

This complaints procedure is to enable us to deal quickly, effectively and efficiently with any complaints you may have.

DEALING WITH THE COMPLAINT

We aim to provide a high standard of service to you at all times. However, sometimes things can go wrong and if that happens we are committed to resolving matters quickly and fairly.

If you have a complaint against M.H. James Estate Agents or Town and Country Let or any of our employees please follow the Complaints Process below.

COMPLAINTS PROCESS

1: Please email or write to our Managing Director Steven O'Connor at M.H. James Estate Agents or Town and Country Let both of 9a Lower Street, Haslemere, Surrey GU27 2NY or steven@mhjames.com with full details of your complaint setting out clearly the reasons for your grievance(s) together with dates, names of any employees you dealt with and providing any supporting evidence.

2. We will acknowledge your complaint in writing either by post or by email within 3 working days of receiving it.

3: We will review your complaint and provide you with a formal written outcome of our investigation within 15 working days of receiving the complaint known as a Final Viewpoint Letter.

4: In the unlikely event that we are unable to deal with your complaint satisfactorily and should you not therefore be satisfied with our response you may write to the Property Ombudsman for your complaint to be reviewed.

Please note that you must refer your complaint to the Ombudsman within 12 months of receiving our Final Viewpoint Letter in order for the Ombudsman to consider it. The address to write to is The Property Ombudsman, Milford House, 43-55 Milford Street, Salisbury SP1 2BP.