

COMPANY COMPLAINTS PROCEDURE

At Maldon Lettings we strive to make sure that all our customers have the best level of customer service, that is possible to offer. We wish to do everything possible to avoid having any kind of dissatisfaction and in the first instance request that you speak with us, in order for us to try to resolve any areas that you may be displeased with. However, from time to time a customer may not be satisfied with the outcome, and therefore we detail below the steps of our in-house complaints procedure in order to do our best to resolve this.

STAGE 1 – YOUR COMPLAINT

We ask that you put your complaint in writing either by letter or email and address it to the Lettings Manager: Alison Rayner arayner@maldonlettings.co.uk or 11 High Street, Maldon, Essex CM9 5PB.

Please include as much detail as possible, including dates, names of any member so staff you dealt with and where you are able to, enclosing/attaching any supporting evidence.

STAGE 2 – OUR ACKNOWLEDGEMENT

- We will acknowledge your complaint and we will start our in-house complaints process.

Timescale: within 3 working days of receiving your complaint

STAGE 3 – OUR INVESTIGATION

- We will need time to investigate your complaint thoroughly. Once this process has taken place you will receive a formal response via your original complaint method (letter/email) from Alison Rayner addressing your specific concerns and areas of complaint. We will propose any resolutions where appropriate.

Timescale: within 15 working days of receiving your complaint

STAGE 4 – OUR FINAL INVESTIGATION

- If you unfortunately remain unhappy with the outcome of our investigation or suggested resolutions, you can at this stage make further petitions for this to be investigated at a higher level. This request should be addressed to Claire Drake. Once again, the complaint will be assessed further and you will be provided with a written response outlining our final position and proposing resolutions where appropriate. This will be our final decision within the process.

Timescale: within 15 working days of receiving your subsequent complaint

STAGE 5 – THE PROPERTY OMBUDSMAN

- At this final stage should you unfortunately remain dissatisfied after receiving our final communications on the matter, the complaint will need to be escalated to:

The Property Ombudsman
Milford House
43-55 Milford Street
Salisbury
SP1 2BP

Telephone: 01722 333306 www.tpos.co.uk admin@tpos.co.uk

If you have any further questions in relation to our complaints procedure, please feel free to contact us where we will do all we can to clarify this.