

# Complaints Handling Procedure

## 1. Introduction

If you are on our complaints page, then we are sorry that something has not gone to your expectations, we would like to talk about this and have the opportunity to put things right.

To start with we ask that you contact your local branch, to talk about why you are not happy. In many cases, we find that problems are resolved this way.

If our response does not fully address your concerns, please email [info@mellerbraggins.com](mailto:info@mellerbraggins.com) to file a formal complaint. We will ensure that your case is reviewed by the relevant Manager or Director.

Once you have raised your formal complaint through our email address, this will be recorded and where appropriate, contact will be made within 48 hours (2 working days) by the Complaints officer (Please refer to contacts at the end of this document) in the form of an acknowledgment email.

Our aim is to resolve complaints quickly, but sometimes our investigation takes time, however, we will aim to provide a Final Viewpoint within 14 days of your email. If we are unable to resolve your query to your satisfaction this document also explains the process to apply to a third-party adjudicator, The Property Ombudsman.

## 2. Investigation

Depending on the nature of the complaint a full investigation will be arranged within the areas where Meller Braggins Limited has provided a service.

We will respond by email within 14 working days of the complaint with our findings and/or advise if the process of investigation will take longer.

We would expect to respond no later than 14 working days from the date of the initial from you.

There may be exceptional circumstances where we are unable to respond within 14 working days, but we will keep you fully informed of progress either through telephone, e-mail, or letter, you will receive a response at the very latest within eight weeks. The final decision will be sent to you in an e-mail or letter to the registered address, as appropriate.

## 3. Response

If you are not satisfied with the final outcome, you may refer the complaint to The Property Ombudsman Adjudication Scheme. Consumers should be aware that they have 12 months to refer a complaint to The Property Ombudsman, and contact details are below.

We will cooperate fully with the independent adjudicator during the resolution investigation and comply with any decision.

#### 4. **Contacts**

##### **Complaints**

99 King Street

Knutsford

WA16 6EQ

Email: [info@mellerbraggins.com](mailto:info@mellerbraggins.com)

##### **The Property Ombudsman**

Milford House,

43-55 Milford Street,

Salisbury,

Wiltshire,

SP1 2BP

Email: [admin@tpos.co.uk](mailto:admin@tpos.co.uk)

Telephone 01722 333306