

# Murray Lee McKenzie - In House Complaints Procedures

## Customer Complaints Procedure

Murray Lee McKenzie is a member of The Property Ombudsman Scheme (TPOS).

We aim to provide the highest standards of service to all our customers and ensure your interests are safeguarded. If you have a complaint, please put in writing including as much detail as possible and we will respond in line with the timeframes set out below.

Please find below our guidance for making a complaint in relation to:

Buying or selling a property through our branch.

If you are a Landlord letting your property with us with either a Let only, a Rent Collect or a Fully Managed Service or a Tenant renting a property with us.

## Making a complaint

### Stage One

All complaints in the first instance should be directed to the Manager of the Branch. Your complaint will be acknowledged within 3 working days.

They will endeavour to resolve your complaint immediately, and no later than 5 working days of the first notification.

### Stage Two

If you remain dissatisfied, which must be in writing and within one month of receiving the Stage 1 response.

The Branch Manager can provide you with details of who to contact who will acknowledge your complaint within 3 working days of receipt of the email/letter and provide you with a full written response within 15 working days.

### Stage Three - Customer Relations Manager

If you remain dissatisfied, you may address your concerns, in writing, to the senior member/area manager who will review the file and investigate. Your letter will be acknowledged within three working days of receipt, and you will be provided with a final written response on behalf of the Company within 15 working days of receipt of your letter.

### Stage Four - The Property Ombudsman (TPOS)

If you are still not satisfied after the last stage of the in-house complaint procedure (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.

Details of how to do this are contained within the final viewpoint letter, the TPOS Consumer Guide, or online at [www.tpos.co.uk](http://www.tpos.co.uk), The Property Ombudsman Milford House, 43-55 Milford Street, Salisbury, Wiltshire SP1 2BP, 01722 333 306.

Please note, you must do so within twelve months of the date of the final letter. TPOS will not consider your complaint until our internal procedures are exhausted.