

## **MICHAEL NICHOLAS ESTATE AGENTS**

### **COMPLAINTS PROCEDURE**

#### **OUR OBJECTIVE**

We always try to provide excellent service but sometimes things go wrong. If you believe that matters have gone wrong we would request that you send us in writing your complaint and comments. Our aim is to resolve any problems or difficulties quickly and fairly.

#### **WHAT IS A COMPLAINT AND WHO CAN MAKE ONE\_**

Any person or organisation what wishes to complain about the level of service they have received may do so.

#### **YOUR OPTIONS FOR MAKING A COMPLAINT**

Where your complaint has been made verbally you will be requested to send written confirmation by letter or email. Please address your complaint to:

The Manager

Michael Nicholas Estate Agents

77A North Street

Downend

Bristol

BS16 5SE

Tel: 01179 574000

Email: [michaelnicholas@btconnect.com](mailto:michaelnicholas@btconnect.com)

#### **TO HELP DEAL WITH YOUR COMPLAINT WE WILL NEED TO KNOW:**

1. Your current contact details ie: name, address, telephone number & email address.
2. List clearly the things you are concerned about ie: what you think we have done wrong and how it has affected you & also what you want us to do to put things right.
3. Provide any information which is relevant to your complaint.

## **WHAT HAPPENS NEXT?**

- 1) We will acknowledge receipt of your complaint within 3 days and attach a copy of our procedure.
- 2) Once we have received your written complaint and understood the circumstances we will aim to provide a full response and an outcome within 10 working days.

If you are dissatisfied with the response to your complaint you can then ask for the matter to be reviewed. We would ask you at this stage to clearly explain your grounds for doing so and provide any evidence to help resolve the matter. Again we would ask for this to be in writing and we will aim to review and respond within 5 working days.

## **IF THE COMPLAINT HAS NOT BEEN RESOLVED**

The Property Ombudsman Limited

Milford House

43-55 Milford Street

Salisbury

Wiltshire

SP1 2BP

Tel: 01722 333306

[www.tpos.co.uk](http://www.tpos.co.uk)

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

Please note, you will need to submit your complaint to The Property Ombudsman within 12 months from the date of our first viewpoint including any evidence to support your case.

The Property Ombudsman requires that all complaints are addressed through this in-house complaints procedure, before being submitted for an independent review.

**THIS SHORT GUIDE IS NOT A STATEMENT OF LAW. MICHAEL NICHOLAS ESTATE AGENTS LTD DOES NOT OFFER LEGAL ADVICE ON PARTICULAR CASES, OR ON THE LEGAL RISKS ASSOCIATED WITH PARTICULAR PROPOSED ACTIONS.**