



# Maskells

- ESTATE AGENTS EST. 1965 -

## COMPLAINTS PROCEDURE

### Professional Regulation

Maskells Residential Lettings and Management Limited is a member of The Property Ombudsman Scheme (approved by the Office of Fair Trading) and subscribe to its Codes of Practice for Letting Agents. A number of our staff have individual membership of the Association of Residential Letting Agents (ARLA) and are bound by its Code of Practice.

We aim at all times to provide the highest standards of service to our clients. Our staff, who have many years of accumulated experience between them, take great care to ensure that we deliver a professional service second to none. Should you nonetheless consider that we may in some way have fallen short, we operate a formal complaints procedure, which is designed to ensure that any complaints are resolved in a timely, appropriate and, above all, fair manner. We may ask you for further information to assist with our investigation. If, having exhausted our complaints procedure, you remain dissatisfied, you have the option of referring your complaint to an independent ombudsman.

### Stage 1:

If at any time you believe you do have a complaint against us, in the first instance please discuss this with a member of staff of the office with whom you are dealing. Depending on the circumstances, this may be either the member of staff with whom you usually deal, or the Manager of that office. Unless your complaint can be immediately resolved in discussion with the member of staff, we will ask you to address the matter in writing to the Manager. This is necessary to ensure that your complaint is properly understood and investigated by us. Your letter of complaint will be acknowledged within, at most, 3 working days. We will aim to provide our full response as quickly as possible and, in any event, within 15 working days from receipt of your written complaint. If for any reason it is not possible to complete a consideration of your complaint within this timescale (for example, where it is necessary to seek further information from you), we will inform you of this, with reasons, and provide an estimate of when we do expect to be able to complete our consideration.

### Stage 2:

If you are not satisfied with the outcome of our initial investigation, you have a further opportunity to have your complaint reviewed by our Lettings Managing Director. You should direct your complaint to:

Peter Hermon-Taylor  
Managing Director- Lettings  
Maskells Residential Lettings and Management Limited  
71 Walton Street  
London  
SW3 2HT

or by e-mail to [peterht@maskells.com](mailto:peterht@maskells.com)

Again, we will acknowledge your letter of complaint within, at most, 3 working days. We will aim to write to you setting out our final view within 15 working days of receipt of your letter. If we cannot complete a consideration of your complaint within this timescale we will inform you of this, with reasons, and provide an estimate of when we do expect to be able to complete our consideration.

**Stage 3:**

If our final view still fails to satisfy your complaint (or if we have not dealt with your complaint within 8 weeks of its being notified to us in writing) you have the opportunity to refer the matter to an independent ombudsman as follows:

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