



## Complaints Procedure

### **Our complaints policy**

We are committed to providing a high-quality service to all of our clients, we rely on our staff members here to maintain the ethos of MK Estates so when something goes wrong, we need you to tell us about it. This will help us to improve our standards and take action where necessary to resolve any problems you have encountered.

If you have a complaint, please contact us with the details. We have eight weeks to consider your complaint. If we have not resolved it within this time you may decide to take your complaint to the Property Ombudsman, the details for this are contained within these guidelines.

Initially we would prefer email contact however all the details you need for making a complaint are as per below.

### **Iford Branch**

Please direct your complaint relating to:

Lettings to James Vanderweele on [jamesv@mkestates.co.uk](mailto:jamesv@mkestates.co.uk)

Sales to Leah Mitchell on [leah@mkestates.co.uk](mailto:leah@mkestates.co.uk)

Alternatively you can address your complaint to our office situated at:

2 Castle Parade  
Bournemouth  
Dorset  
BH7 6SH

Our branch telephone number is 01202 611270

### **Bournemouth Branch**

Lettings to Hannah Bookham on [Hannah@mkestates.co.uk](mailto:Hannah@mkestates.co.uk)

Sales to Mark Goldsworthy on [mark@mkestates.co.uk](mailto:mark@mkestates.co.uk)

Address:

337 Holdenhurst Road  
Bournemouth  
Dorset  
BH8 8BT

When detailing your complaint please include as much detail as possible. It's helpful for us to know:

- Tell us why you are unhappy, setting out the act or omission you believe has occurred.
- Let us know what you would like us to do to resolve your complaint.
- Send us copies of any follow up any conversations in writing, making a note of the date and time and who you spoke to.
- Keep copies of all correspondence with the staff member we may need to ask you for copies.

We will send you a letter acknowledging receipt of your complaint within three days of receiving it, enclosing a copy of this procedure.

**What will happen next?**

1. We will then investigate your complaint. This will normally involve discussing the details of your complaint with the member of staff involved. If we are able to resolve the complaint at this stage we will write to you advising you of our findings and the action taken against the staff member, and if appropriate a compensatory remedy.
2. If your complaint is extremely serious in nature, it might be more appropriate to invite you to a meeting to discuss and hopefully resolve your complaint. We will do this within 14 days of sending you the acknowledgement letter.
3. Within three days of the meeting, we will write to you to confirm what took place and any solutions we have agreed with you.
4. If you do not want a meeting or it is not possible, we will send you a detailed written reply to your complaint, including our suggestions for resolving the matter, within 21 days of sending you the acknowledgement letter.
5. At this stage, if you are still not satisfied, you should contact us again and we will arrange for another company director to review the complaint and draw their own conclusions. This will be a party not connected directly with the matter.
6. We will write to you within 14 days of receiving your request for a review, confirming our final position on your complaint and explaining our reasons.
7. If you are still not satisfied, you can then contact the Property Ombudsman at the below contact numbers and address:

**Phone:** 0330 440 1634

**Fax:** 0330 440 1635

**Textphone:** 0330 440 1600

**Phone lines are open Monday to Friday from 9am until 5pm. They close at the weekends, bank holidays and between Christmas and New Year**

Ombudsman Services: Property  
PO Box 1021  
Warrington  
WA4 9FE