



marc allen

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www.marcallen.co.uk

MARC ALLEN ESTATE AGENTS

IN HOUSE COMPLAINTS PROCEDURE

In the unlikely event that a client is in any way dissatisfied with the role of Marc Allen Estate Agents and wishes to make a complaint, they should do so directly to Mr Marc Allen or if the complaint involves Mr Marc Allen himself, they should contact Mrs Jenny Sosnowy.

- We agree to deal with any properly appointed representative of a Complainant.
- All complaints, whether made in writing or verbally, will be recorded immediately and be acknowledged in writing within three working days.
- A proper investigation will be undertaken promptly.
- A formal written outcome of the branch investigation will be sent to the Complainant within fifteen working days, this will include our final view and include any offer made.

In the event that the Complainant remains dissatisfied they should contact The Ombudsman for Estate Agents within twelve months of our final view. They can be contacted at:

The Property Ombudsman Ltd
Milford House
43 – 45 Milford Street
Salisbury
Wiltshire
SP1 2BP
Tel: 01722 333306
www.tpos.co.uk

Marc Allen Estate Agents will co-operate with any investigations by the Ombudsman and will:

- comply with any award which, in accordance with his Terms of Reference, is made against us and accepted by the Complainant and which is binding upon us under the Terms of Reference
- pay the Complainant the amount of any such award if accepted by the Complainant within the period for payment required by the Ombudsman's Terms of Reference.

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