

# Complaints Handling Procedure

## Our Commitment

At M2 Estate Agents, we are committed to providing a professional, efficient, and courteous service to all our clients and customers. We recognise that, on occasion, things may not go as expected. When this happens, we welcome the opportunity to address your concerns, learn from feedback, and resolve any issues promptly and fairly.

## Stage 1 – Making a Complaint

If you wish to make a complaint, please submit it in writing by letter or email to:

**Mr A. M. Roberts**  
Managing Director  
M2 Estate Agents  
17 Bridge Street  
Usk  
NP15 1BQ

Email: [mark.roberts@m2ea.co.uk](mailto:mark.roberts@m2ea.co.uk)

To help us investigate your complaint effectively, please provide as much information as possible, including:

- Your full name and contact details
- The property address (if applicable)
- Details of your complaint
- Relevant dates and times
- Names of any staff members involved
- Copies of any supporting documents, correspondence, or evidence

## Stage 2 – Acknowledgement

We will acknowledge receipt of your complaint in writing within **3 working days** of receiving it.

At this stage, we will confirm who will be handling your complaint and explain the next steps in our complaints process.

## Stage 3 – Investigation and Response

Your complaint will be thoroughly investigated by a senior member of staff who has not been directly involved in the matter wherever possible.

We will provide a formal written response outlining:

- The findings of our investigation
- Our decision regarding the complaint
- Any proposed resolution or corrective action

This response will normally be issued within **15 working days** of our acknowledgement.

If we require additional time to complete our investigation, we will explain the reasons and provide an updated timescale.

## **Stage 4 – Final Review**

If you remain dissatisfied with our response, you may request a further review by writing to us within a reasonable period, setting out the reasons why you remain unhappy.

Your complaint will then be reviewed by our Managing Director or another senior individual not previously involved in the investigation.

We will provide our **Final Viewpoint Letter** within **15 working days** of receiving your request for review.

## **Stage 5 – Independent Redress**

If you remain dissatisfied after receiving our Final Viewpoint Letter, or if more than **8 weeks** have passed since you first made your complaint, you may refer the matter to:

### **The Property Ombudsman**

Milford House  
43–55 Milford Street  
Salisbury  
Wiltshire  
SP1 2BP

Telephone: 01722 333306  
Email: [admin@tpos.co.uk](mailto:admin@tpos.co.uk)  
Website: [www.tpos.co.uk](http://www.tpos.co.uk)

### **Important Information**

- Complaints must be referred to The Property Ombudsman within **12 months** of the date of our Final Viewpoint Letter.
- The Property Ombudsman provides an independent and impartial dispute resolution service free of charge.
- The Property Ombudsman will normally only consider complaints that have first been dealt with through our internal complaints procedure.
- You should retain copies of all correspondence and supporting evidence submitted during the complaints process.

## **Continuous Improvement**

We take all complaints seriously and use feedback to improve our services, procedures, and customer experience. Complaints are reviewed regularly to help ensure high standards of service are maintained throughout our business.