



Mockford & Hunt Complaints Procedure

We are committed to providing a professional service to all our clients. When something goes wrong, we need you to tell us about it. This will help us to improve our standards.

If you have a complaint that you feel can't be dealt with by having a conversation with a senior member of staff, please put in writing, including as much detail as possible. We will then respond in line with the timeframes set out below. (If you feel that we have not sought to address your complaint within eight weeks, you may be able to refer your complaint to the Property Redress Scheme to consider without our final viewpoint on this matter).

What will happen next?

- We will send you a letter acknowledging receipt of your complaint within three working days of receiving it, enclosing a copy of this procedure.
- We will then investigate your complaint. This will normally be dealt with by one of the managers who will speak to the member of staff who dealt with you. A formal written outcome of our investigation will be sent to you within 15 working days of sending the acknowledgment letter.
- If, at this stage, you are not satisfied, you should contact us again and we will arrange for a separate review by an alternative senior member of staff.
- We will write to you within 15 working days of receiving your request for a review, confirming our final viewpoint on the matter.
- If you are still not satisfied after the last stage of the in-house complaint procedure (or more than 8 weeks has elapsed since the complaint was first made), you can request an independent review from the Property Redress Scheme without charge.
- The Property Redress Scheme, 1st Floor, Premiere House, Elstree Way, Borehamwood, Hertfordshire, WD6 1JH. Email: info@theprs.co.uk Tel: 0333 321 9418 Website: <https://www.theprs.co.uk>

Please note the following:

You will need to submit your complaint to the Property Redress Scheme within 12 months of receiving our final viewpoint letter, including any evidence to support your case.

The Property Redress Scheme requires that all complaints are addressed through this in-house complaint's procedure, before being submitted for an independent review.