

Customer Complaints Procedure

We are committed to delivering the highest level of service, but if something does go wrong, we aim to work swiftly and fairly to put it right.

By letting us know when you have a problem, we can work with you to understand what's happened. This easy-to-use guide tells you how to make us aware of your views so that we can address any concerns you may have, quickly and professionally.

HOW DO I REPORT A COMPLAINT?

The first thing you need to do is contact us and let us know what part of our service you are unhappy with. You can report your concerns to us by phone, in writing by post, or you can send us an email.

We will aim to resolve any issues immediately, however, if this is not possible then your concerns will be escalated to the Head of Compliance who will investigate the matter.

- In the first instance, any complaint about Mayfair Town & Country or members of the Mayfair team should be addressed to the department manager at the relevant office address:

Mayfair Town & Country, 51 Hill Road, Clevedon, North Somerset, BS21 7PD
Mayfair Town & Country, 177 High Street, Worle, North Somerset, BS22 6JA
Mayfair Town & Country, 33 Market Square, Crewkerne, Somerset, TA18 7LP
Mayfair Town & Country, 20 The Square, Beaminster, Dorset, DT8 3AU

- In the event your complaint is regarding the department manager, or you are not satisfied with the response you have received, then please send your complaint to:

Head of Compliance, Miss Anna Tucker. The Property Group (2010) Ltd, Mayfair Town & Country, 177 High Street, Worle, Weston-super-Mare, BS22 6JA

Email: anna.tucker@thepropertygroup2010.co.uk

Please state the full details and the nature of the complaint along with your relationship to the related department, i.e. purchaser, vendor, tenant, landlord etc.

We will acknowledge your complaint within 3 working days and respond with a formal written outcome of our investigation within 15 working days.

CONTACTING OUR INDEPENDENT REDRESS SCHEME

If you are not satisfied with the outcome issued within our final response, we advise that you contact our independent redress scheme.

An independent redress scheme is a free, independent body set up to resolve disputes between consumers and businesses—that have not been resolved internally. Their decisions are binding on both parties.

WHEN TO CONTACT

Independent redress schemes will only review complaints that have concluded with a final response from the agent, or if eight weeks have elapsed since the complaint was first made.

Membership Number: D

The Property Ombudsman, Milford House, 43 - 55 Milford Street, Salisbury, Wiltshire, SP1 2BP. Tel: Complaint Enquiries: 01722 333306. Email: admin@tpos.co.uk.

You must refer your complaint to the Ombudsman within 12 months of receiving our final viewpoint letter.

You can find further information at www.tpos.co.uk

CONFIDENTIALITY

All complaints are kept confidential and will be dealt with fairly. If we do not hear from you within eight weeks of our response, we will assume the matter has been resolved and the complaint will be closed.

CONTACTING PROPERTYMARK

Propertymark are the leading professional body for the property sector. They will investigate complaints against their members where evidence points to a breach in their Conduct and Membership Rules—this can lead to a disciplinary hearing.

In some cases, complaints may be resolved without a hearing, in which case you will be notified of the outcome in writing. If there is sufficient evidence to proceed, a disciplinary hearing will be held before an independent tribunal panel.

Visit their website for more information propertymark.co.uk/professional-standards/complaints
01926 496 791 | complaints@propertymark.co.uk

INSURANCE COMPLAINTS

If your complaint relates to insurance, it will be dealt with separately to ensure compliance with regulation rules. Any insurance-related matters will be acknowledged within five working days and can be reported by phone, post, email, or you can pop into your local branch and talk to one of our advisors.

Whilst we will endeavour to respond as soon as possible, please allow up to eight weeks for a final response. If we are unable to respond fully within four weeks of receiving your complaint, we will provide an update. Following our final response, if you are unhappy with the outcome, you can refer the matter to the Financial Ombudsman Service:

Financial Ombudsman Service
Exchange Tower, Harbour Exchange Square, London, E14 9SR complaint.info@financial-ombudsman.org.uk
08000 234 567 | financialombudsman.org.uk

You need to follow our complaints procedure before referring your complaint to the Financial Ombudsman Service. You must also contact them within six months of receiving our final response.