McCartneys
Since 1874

In-House Complaints Procedure

We are committed to providing a professional service to all our clients and customers. If things go wrong, we need you to tell us about it. This will help us to resolve issues as soon as possible and improve our service going forward.

If you have a complaint, please put this in writing (letter or email), including as much detail as possible to the Office Manager or Partner in Charge of the office you are dealing with. We will then respond in line with the timeframes and steps set out below (if you feel we have not sought to address your complaint within eight weeks, you may be able to refer your complaint to the Property Ombudsman to consider without our final viewpoint on the matter).

1. Once we have received your written summary of the complaint, we will acknowledge receipt within three working days enclosing a copy of this procedure.

2. We will then investigate your complaint. This will normally be dealt with by the Office Manager or Partner who will review your file and 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 acknowledgement.

3. If, at this stage, you are still not satisfied, you should contact us again and we will arrange for a separate review to take place by our designated complaints handler:

   Mrs Patrina Davies
   McCartneys LLP, The Ox Pasture, Overton Road, Ludlow, Shropshire, SY8 4BH
   Tel: 01584 872 251
   Email: patrina.davies@mccartneys.co.uk

4. We will write to you within 15 working days of receiving your request for a review, confirming our final viewpoint on the matter. Should more time be required to investigate the issues raised, we will contact you to explain why.

5. We aim to resolve all complaints via our in-house complaints procedure outlined above. However, if you are not satisfied and wish to pursue the matter further, then the following alternative dispute resolutions services are available to you:

   Private Individual

   The Property Ombudsman
   Unit 159756
   PO Box 7169
   Poole
   BH15 9EL

   T: 01722 333 306
   E: admin@tpos.co.uk
   W: www.tpos.co.uk

   Business to Business

   RICS Dispute Resolution Service
   55 Colmore Row
   Birmingham
   B3 2AA

   T: 02073 343 806
   F: 02073 343 802
   E: drs@rics.org
   W: www.rics.org/drs

   Please Note:

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

   The Property Ombudsman requires that all complaints are addressed through this in-house complaints procedure, before being submitted for independent review.

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