

MGM Letting: Internal Complaints Handling Procedures

Here at MGM Letting we pride ourselves on the level of customer service that we provide. In the event that you feel dissatisfied with our service and wish to make a complaint, you will need to follow our Complaints Handling Procedure (CHP), details of which can be found below:

Membership details

MGM Letting is a member of The Property Ombudsman Scheme (TPOS)

By belonging to this organisation, we are required to follow strict professional standards.

Stage One – Manager

We would request that you initially make your complaint in writing to the Manager in charge of the section of our company to which the issue arose. Upon receipt of your complaint he/she will acknowledge your complaint in three working days and will respond to it in full by no later than 15 working days of receipt of the complaint.

Contact details:

- > Office Manager
- >367 Smithdown Road
- >Wavertree
- >Liverpool
- >L15 3JJ
- >

We aim to resolve all complaints during this initial stage. However, if you are still dissatisfied, you will need to progress your complaint through the following process.

Stage Two – Director

If you are not satisfied with the response from the Manager you must advise us of this by 10 working days of receiving the response, the complaint will then be passed to the company directors who will acknowledge that you are not satisfied with the response, carry out a full investigation into the complaint and provide you with a final viewpoint letter within 15 working days.

Contact details:

- >Company Director
- >367 Smithdown Road
- >Wavertree
- >Liverpool
- >L15 3JJ
- >

**Stage Three - The Property Ombudsman Scheme / the Ombudsman Services:
Property**

If on receipt of our Final Viewpoint letter you remain dissatisfied, you may contact the Ombudsman, this must be done within 12 months of receipt of the Final Viewpoint Letter

The contact details for The Property Ombudsman Scheme are as follows:

Telephone: 01722 333 306, email: admin@tpos.co.uk, website: www.tpos.co.uk or post:
TPOS Complaints, Milford House, 43-55 Milford Street, Salisbury, Wiltshire SP1 2BP

Our membership ID is D10935

The Ombudsman will not consider your complaint until you have exhausted our internal complaints procedure.