



**MORRIS MARSHALL & POOLE**

## **COMPLAINTS HANDLING PROCEDURE**

This document details the procedure that Morris Marshall and Poole will follow upon receipt of a complaint.

In the first instance, please contact the person that you have been dealing with in the firm and explain the details of your complaint. It is our intention to resolve as many complaints as possible at this stage.

For unresolved complaints, the following escalation process should be followed.

1. Refer your complaint to the Partner responsible for the area of work from which your complaint has originated, your contact at MMP will be able to provide the name and contact details. The partner will contact you to discuss the complaint with the intention of finding a satisfactory solution. If the complaint remains unresolved or the member of staff that you have been dealing with is a named partner, then please proceed to step 2.
2. Forward a written summary of your complaint along with any supporting documentation to Mr Roger Lunt, a partner in the firm at Morris Marshall & Poole with Norman Lloyd at Morris Marshall and Poole, 16 Leg Street, Oswestry, SY11 2NN.
3. Upon receipt of your written summary of the complaint we will contact you in writing within seven working days to inform you of our understanding of the circumstances leading to your complaint. You will be invited to make any comments that you may have in relation to this.
4. Within twenty eight days of receipt of your written summary we will write to you, in order to inform you of the outcome of the investigation into your complaint and to let you know what actions have been or will be taken.

If you remain unsatisfied you will then have the opportunity to take your complaint to the final stage of our complaints handling procedure which, subject to our insurers approval, can be either:-

**Business Clients:** Centre for Effective Dispute Resolution (CEDR) at 100 St. Paul's Churchyard, London, EC4M 8BU.

Tel: +44(0)20 75366000. <https://www.cedr.com>

**Consumer Clients:** claims must be made within 12 months of the business interaction.



The Property Ombudsman Limited, Milford House, 43-55 Milford Street, Salisbury. SP1 2BP. Tel: 01722 333306 <https://www.tpos.co.uk/> Email: [admin@tpos.co.uk](mailto:admin@tpos.co.uk)

As Chartered Surveyors if you require further advice with regard to a complaint you can refer to:

Royal Institution of Chartered Surveyors, 12 Great George Street, London, SW1P 3AP .Tel. No.

0870 333 1600 — Email: [contactrics@rics.org.uk](mailto:contactrics@rics.org.uk)

March 2023