



Complaints Procedure

Michael Hardy Residential Estate Agents, a Member of The Property Ombudsman who is registered with the Property Ombudsman Redress Scheme, aims to provide the highest standards of service to all our customers. To ensure that your interests are safeguarded, a complaints procedure is in place. This provides for the matter to be dealt with internally by the relevant Line Manager or branch manager and in the event that this is not satisfactory then by a member of the Senior Leadership Team, thereafter if we are not able to deal with the issue to our mutual satisfaction, by reference to The Property Ombudsman.

If you believe you have a complaint, please write to the relevant office in the first instance at the addresses as below:

Office Manager	Office Manager
Michael Hardy & Company	Michael Hardy & Company
9 Broad Street	28 Duke's Ride
Wokingham	Crowthorne
RG40 1AU	RG45 6LT

Please note: All complaints relating to our Lettings services should be sent to the Wokingham branch

What happens next?

- Your complaint should be acknowledged within 24 hours but no longer than 3 working days. A copy of this complaints procedure will also be enclosed.
We will investigate thoroughly in accordance with established in-house procedures and a formal reply will be sent to you within 15 working days of receipt of your original complaint.
- If you are not satisfied with the outcome of our initial investigation, you are provided with a further opportunity to have the complaint reviewed by a senior member of staff at the address given below.

Neal Mackenzie
Operations Officer
Michael Hardy & Company
9 Broad Street
Wokingham
RG40 1AU

We will write to you within 15 working days of receiving your request for a review, confirming our final viewpoint on the matter.

- In the event that the final review as detailed above still fails to satisfy your complaint, then you are at liberty to have the matter referred to the Ombudsman on request. You are also entitled to have your complaint referred to the Ombudsman should we fail to deal with matters promptly or do not comply with our in-house complaints procedure within 8 weeks from the date we receive your written notification.

The Property Ombudsman

Milford House

43-55 Milford Street

Salisbury

Wiltshire

SP1 2BP

01722 333 306

admin@tpos.co.uk

www.tpos.co.uk

Please note the following:

You will need to submit your complaint to The Property Ombudsman within 12 months from the date of our final viewpoint , 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 an independent review.