

complaints handling procedure

If you have a complaint, then set out below is the procedure which we will follow in dealing with that complaint.

A person has been appointed in the Liverpool office to deal with complaints, and you should not hesitate to contact the relevant person. Details are set out below:

Andrew Kelly

Mason Partners
The Corn Exchange
Brunswick Street
Liverpool
L2 OPJ

Tel: 0151 227 1008
Fax: 0151 225 0155
Email: andrewkelly@masonpartners.com

Where your complaint is initially made orally, you will be required to send a written summary of your complaint to the person dealing with it. Once we have received your written summary of the complaint, we will contact you in writing within 7 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.

Within twenty one days of receipt of your written summary, the person dealing with your complaint 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.

For consumers, if the complaint has still not been resolved to your satisfaction, we agree to the referral of your complaint to the Ombudsman Service: Property (OS:P). This service is free to consumers and can consider any consumer complaints including estate agency related complaints. The contact details for the OS:P are:

Ombudsman Services: Property

PO Box 1021
Warrington WA4 9FE

Tel: 0330 440 1634
Tel: 01925 530 270
Fax: 0330 440 1635
Fax: 01925 530 271
Email: enquiries@os-property.org
Web: www.os-property.org

For Commercial clients, if the complaint has still not been resolved to your satisfaction, we agree to the referral of your complaint to CEDR Solve, the details of which are as follows:

CEDR Solve

The International Dispute Resolution Centre
70 Fleet Street
London
EC4Y 1EU

Tel: 020 7536 6060
Fax: 020 7536 6061
Email: info@cedr-solve.com www.cedr-solve.com