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www.morrisbricknell.com

MORRIS BRICKNELL

30 Gloucester Road
Ross-On-Wye
Herefordshire
HR9 5LE

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 them. This will help us to improve our service going forward and resolve issues as soon as possible.
If you have a complaint, please put this in writing (letter or email) to us. We will then acknowledge and respond in line with the timescales and stages set out below.

Stage 1 – Your Complaint
Please put your complaint in writing either by letter or email and address it to Norman Bricknell (proprietor). Please include as much detail as possible, including dates, names of any members of staff you dealt with, and where you are able to enclosing/attaching any supporting evidence.
Email: norman@morrisbricknell.com

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Stage 2 – Our Acknowledgement – *within 3 working days of receiving your complaint*
Your complaint will be acknowledged and we will start our in house complaints process.

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Stage 3 – Our Investigation – *Within 15 working days of our acknowledgement letter*
Your complaint will be investigated normally by the office manager who will provide a formal written response addressing your specific complaints and proposing resolutions where appropriate.

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Stage 4 – Final Review – *Within 15 working days of receiving your request*
If you are still not satisfied, you should contact us again and we will arrange a separate review by a senior member of staff. We will write to you to confirm our final viewpoint on the matter.

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Stage 5 – The Property Ombudsman
You must refer your complaint to the Ombudsman within 12 months of receiving our final viewpoint letter

Should you remain dissatisfied after receiving our final viewpoint letter you can refer your complaint to the Ombudsman:
The Property Ombudsman
Milford House, 43-55 Milford Street
Salisbury
SP1 2BP
01722 333306
www.tpos.co.uk admin@tpos.co.uk

If we have not addressed your complaints within eight weeks, you can refer your complaint to the Ombudsman.
No charge will be made for any complaint we handle.

APPROVED CODE
TRADINGSTANDARDS.UK
The Property Ombudsman