



**MCDERMOTT & CO**  
THE PROPERTY AGENTS

## **Mcdermott & Co Property Agents & Mcdermott & Co Lettings Complaints Handling Policy.**

### **Our complaints policy**

We are committed to providing a high-quality service to all our clients. When something goes wrong, we need you to tell us about it. This will help us to improve our standards. If you have a complaint, please contact us in writing with the details. If we have not resolved it within this time you may complain to the Property Ombudsman within 12 months of the initial complaint.

### **What will happen next?**

\*We will send you a letter acknowledging receipt of your complaint within 3 working days of receiving it, enclosing a copy of this procedure.

\*We will then investigate your complaint. We will review your matter file and speak to the member of staff who acted for you. We will respond to your initial complaint and propose a resolution where appropriate within 15 working days.

\*If you are not satisfied with our response and have provided details to progress complaint we will issue a final viewpoint letter confirming our final position on your complaint and explaining our reasons within 15 working days.

Mcdermott & Co Property Agents, 98 Ashton Road East, Failsworth, Manchester, M35 9PR  
Tel: 0161 688 8474 Email: [sales@mcdpropertyagents.co.uk](mailto:sales@mcdpropertyagents.co.uk)  
[lettings@mcdpropertyagents.co.uk](mailto:lettings@mcdpropertyagents.co.uk)

If you are still not satisfied and a resolve hasn't been concluded within 8 weeks you can then refer your complaint to **The Property Ombudsman** this must be done within 12 months of the date of our final viewpoint letter. The role of the Ombudsman is to consider disputes that cannot be resolved through the agent's in house complaints procedure. As such, she can only become involved in the complaint once you have completed this process and the issues remain

Mcdermott & Co Property Agents, 98 Ashton Road East, Failsworth, Manchester, M35 9PR  
Tel: 0161 688 8474 Email: [sales@mcdpropertyagents.co.uk](mailto:sales@mcdpropertyagents.co.uk)  
[lettings@mcdpropertyagents.co.uk](mailto:lettings@mcdpropertyagents.co.uk)

unresolved, or if the agent persistently fails to engage with you. For further information, you should contact the Property Ombudsman.

The Property Ombudsman

Milford House,

43-55 Milford Street,

Salisbury,

Wiltshire

SP1 2BP

**01722 333306**