**PROCEDURE FOR COMPLAINTS HANDLING**

If you have a complaint, in the first instance please contact the Manager in charge of the department or the office concerned. If your complaint is not resolved, then this note sets out the procedure which we will follow in dealing with that complaint.

If you have initially made your complaint verbally – whether face-to-face or over the telephone – please also make it in writing, addressed to the department head at the branch concerned. This is to ensure that we fully understand exactly what your complaint is and have a written record of it. The department/office head will then investigate the matter and will aim to resolve it as quickly as possible. You will be provided with a full response, or if that is not possible, an update on what is happening with your complaint within 15 working days.

The first stage of our complaints handling procedure will involve full consideration of your complaint by the department manager on behalf of the firm. They will try to resolve the complaint to your satisfaction. If you are happy with the outcome of our representative's investigation into your complaint, the matter will conclude.

If your complaint has not been dealt with to your satisfaction at branch/department level, we have appointed **Mr Elliott Pollard – Managing Partner** to deal with your complaint. He will acknowledge receipt of your complaint within three working days. Please address your complaint in writing to him at the following address.

**Mays Estate Agents, 290 Sandbanks Road, Lilliput, Poole BH14 8HZ.**

However, if we cannot agree on how to resolve the complaint or you do not wish to rely on this method, then you have the opportunity to take your complaint to the PROPERTY OMBUDSMAN.

For complaints specifically related to estate agency, residential property sales and residential lettings we are affiliated to the Ombudsman Service and you may refer your complaint to:-

**The Property Ombudsman**
**Milford House**
**43-55 Milford Street**
**Salisbury**
**Wiltshire  SP1 2BP**

**Tel: 01722 333306**