

## What to do if you have a complaint about Mervyn Smith

Mervyn Smith are committed to providing a professional service to all our clients, customers and all those to whom we have a duty of care. If you feel we have fallen short of our aims, we will be responsive in listening to your case and indeed welcome it as an opportunity to improve our standards. We take all complaints seriously and give them full consideration and try to respond as quickly as is reasonable. This form describes our company procedure for dealing with your complaint.

We will try our best to resolve the matter in-house. For your information Mervyn Smith have been a long-standing voluntary member of the Property Ombudsman Scheme (TPOS). This scheme has been providing consumers and property agents with an independent dispute resolution service for over 25 years and can provide you with a free, impartial, and independent alternative dispute resolution service. However, the Ombudsman is only able to provide a service to you if our in-house process has been tried first.

Stage 1: If you have a complaint, you can email us at [mail@mervynsmith.co.uk](mailto:mail@mervynsmith.co.uk) or send us a letter to our address: 315 Richmond Road, Kingston upon Thames, Surrey KT2 5QU

Firstly, we will send you a letter acknowledging receipt of your complaint within 3 working days of receiving it, also enclosing a copy of this procedure. The office manager or equivalent will investigate the case. A formal written outcome will then be sent to you within 15 working days of sending the acknowledgment letter.

If at that stage you are still not satisfied, you may request the complaint to be moved to the next complaint stage, we will then arrange for a separate review of your complaint to be conducted by a company Director.

The Director will write to you within 15 working days of receiving your request for a review and set out the company's final viewpoint on the matter.

If you remain dissatisfied after the last stage of the in-house complaint's procedure (or if more than 8 weeks have passed since your complaint was first made), then you are at leave to request an impartial and independent assessment of your complaint and our response free of charge from The Property Ombudsman. All the contact details are provided below.

The Property Ombudsman Milford House 43-55 Milford Street Salisbury SP1 2BP 01722 333306  
[www.tpos.co.uk](http://www.tpos.co.uk)

Please note: You will need to submit your complaint to The Property Ombudsman within 12 months of receiving our final viewpoint letter, including any evidence to support your case.

The Property Ombudsman requires that all complaints are addressed through this in-house house complaints procedure before being submitted for an independent review.