



Property Professionals

Management, Letting, & Sales Services

22 Cheriton Gardens, Folkestone CT20 2AS

General Email: admin@mbcuk.com

Guidance Note Series - COMPLAINTS PROCEDURE (Version 1: May 2015)(Latest amendment 01/01/2023)

The process and procedure relative to handling client dissatisfaction and complaint. It relates to the business above plus other trading names which include Embassy Management, Embassy Management Services, Beverley Barnes and Martyn David Battrick.

Dear Client...

Our aim is to provide a first class service and to do everything we can to ensure you are satisfied, but we may not always get everything right every time and so...

- 1) If you feel that we have fallen short of the required standard and you wish to complain, we ask that you first telephone the person who has had conduct of your matter and explain that you are dissatisfied with an aspect of the service you have received;
- 2) If you remain unhappy with the way your complaint has been dealt with after speaking to the person with conduct of your matter - and giving that person reasonable time to have dealt with the complaint and the rectification of it - then you should set out your complaint in writing. Either by letter to **The General Manager, Embassy Management (& Lettings), 22 Cheriton Gardens, Folkestone, CT20 2AS** and hand deliver with proof of receipt, or post first class with proof of posting (in which case receipt is deemed to have occurred two working days thereafter) or by email to admin@mbcuk.com (in which case receipt should be almost immediate).

The following information will be useful in helping us deal with your complaint:

- An outline of your complaint explaining why you feel that we have fallen short of our target standard
- What you think is necessary, or would like us to do, to resolve it
- Any specific details that you feel would assist us with resolving your complaint, including, but not limited to: **Names** of persons you have spoken to in connection with the complaint; **Time(s) and Date(s)** of the incidence(s); **Telephone number(s)** and or **Address(es)** you have used to contact us; **Any written correspondence** in connection with your complaint; and, **Any other document** in support of your complaint.

- 3) The time-scales for dealing with a complaint are as follows:

3.1) Within 3 working days of receipt of your complaint you will receive an 'acknowledgement of receipt';

3.2) Within 10 working days of the acknowledgement, you will receive a full response*;

*If we are unable to resolve the matter within the 10 working days as stated above, we will provide you with reasons why we could not meet this time frame and provide you with an estimate of when a full response will be received;

3.3) After our final written response, we may deem the complaint closed. If we deem the matter closed then we reserve the right not to enter into any further correspondence.

- 4) We are members of the Property Redress Scheme (*The PRS*). If you remain unhappy with the response received from us and have exhausted our complaints procedure, you can contact the Property Redress Scheme to ask them to investigate your complaint. NB: In order to take your complaint to The Property Redress Scheme you must first have carried out the following:

- You have waited 8 weeks from the date of your written complaint to us for a response; and
- It is still within 6 months from the our last communication with you regarding this complaint.

NB: *In the event that our interactions with you have been initiated by and or are derived from or subject to the deliberations of a Court (e.g the FTT) whereby one of our members may have been appointed as an individual to represent an entity as a consequence of a court process, then the primary step 4 option to a complainant would be to the Court itself as would be provided for in a Management Order of that court.*

We don't want clients to feel we have fallen short of our objectives and it would be our intention to rectify any error that we may make (or that you feel that we have made) along the journey of our relationship with each and every one of you. Talk to us, alert us, write to us if necessary ... and solutions should be found, but if - in the unlikely event that you feel that is not the case and - you need to take things further, then please follow the process outlined above.

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