

Mervyn Smith

Estate Agents and Valuers

315 Richmond Road
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Kingston-Upon-Thames
Surrey
KT2 5QU



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.

Should you wish to make a complaint, we would be grateful if you could firstly contact us as stated in this procedure. 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, and as we have already said, we will try our best to assess your case with alacrity and respect.

So, as a first step, if you have a complaint, can you please put it in writing to us and include as much detail as possible. Please address it for the attention of the Office Manager, Mr Stanley Shaw at the address at the top of this page. Can you kindly also include your own full postal address. We then commit to respond to you within the timeframes set out below.

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 will review the case and speak to any members of staff implicated. 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, can you please contact us again and we will then arrange for a separate review of your complaint to be conducted by the proprietor of the business Mr Mervyn Smith.

He 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 are still not satisfied after the last stage of the in-house complaints 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 overleaf.



Tel: 020 8549 5099



www.mervynsmith.com



You can contact the Ombudsman Service at

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

Or by phone at **01722 333306**
Or by email at **admin@tpos.co.uk**
Their website is **www.tpos.co.uk**

Please note the following:

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.



**315 RICHMOND ROAD,
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