

Michael Graham

Complaints Procedure

**MICHAEL
GRAHAM**
SINCE 1965

Michael Graham is a member of The Property Ombudsman and we aim to provide the highest standards of service to all our Customers.

When something goes wrong, we would invite you to tell us about it, so that we can improve our standards.

To ensure that your interests are safeguarded, a complaints procedure has been introduced. This provides for the matter to be dealt with internally by the Branch Manager in the first instance and, in the event that Michael Graham is not able to deal with the matter to our mutual satisfaction, by referring you to The Property Ombudsman, who will arbitrate on the complaint.

If you wish to make a complaint to us, please discuss the matter, in the first instance, with the Branch Manager you have been dealing with. If you remain dissatisfied, please put your complaint in writing and send it to the manager.

Your complaint will be acknowledged within 3 days (you will receive a copy of this document), and the matter will be investigated thoroughly, in accordance with established in-house procedures. A reply will be sent to you within 15 working days of receiving your complaint.

If you are not satisfied with the outcome of our initial investigation, you are provided with a further opportunity to have the complaint reviewed by our Head of Compliance, below.

Natasha Head
Head of Compliance
Michael Graham Estate Agents Limited
81 High Street
Stony Stratford
Buckinghamshire
MK11 1AT

Or by email to natasha.head@michaelgraham.co.uk

We aim to keep in touch with you regularly, and we will write to you within 15 working days of receiving your request for a review, confirming our final viewpoint on the issue.

In the event that the final review still fails to satisfy your concerns (or more than 8 weeks has elapsed since the complaint was first made) then you can request a review by The Property Ombudsman.

The Property Ombudsman, Milford House, 43-45 Milford Street, Salisbury, Wiltshire, SP1 2BP.

Tel: 01722 333306, Email admin@tpos.co.uk, www.tpos.co.uk.

Please be aware that you will need to address your complaint to us, before contacting the Property Ombudsman, and that you have 12 months from the date of our final viewpoint letter to submit your complaint (with your supporting evidence).