



## **CUSTOMER COMPLAINTS PROCEDURE**

We at Molyneux Estates are committed to providing a professional service to all our clients and customers. When something goes wrong, we need you to tell us about it. This will help us to improve our standards.

If you have a complaint, you can either write, email or telephone our Firm, including as much detail as possible including dates, names of members of staff you have dealt with and where you are able to enclosing/attaching any supporting evidence. We will then respond in line with the timeframes set out below.

Contact us at:-

Molyneux, Tudor House, Chester Street, Mold. CH7 1EG – Telephone 01352 758088 or email [mold@molyneux-estateagents.co.uk](mailto:mold@molyneux-estateagents.co.uk)

Molyneux, 33 Chester Road West, Shotton, Deeside. CH5 1BY – Telephone 01244 814182 or email [shotton@molyneux-estateagents.co.uk](mailto:shotton@molyneux-estateagents.co.uk)

Molyneux, 35-37 King Street, Wrexham. LL11 1HR – Telephone 01978 262275 or email [wrexham@molyneux-estateagents.co.uk](mailto:wrexham@molyneux-estateagents.co.uk)

What will happen next?

- We will send you a letter acknowledging receipt of your complaint within three working days of receiving it, enclosing a copy of this procedure.
- We will then investigate your complaint. This will normally be dealt with by the office manager who will review your file and speak to the member of staff who dealt with you. A formal written outcome of our investigation and proposed resolutions where appropriate will be sent to you within 15 working days of sending the acknowledgement letter.
- If, at this stage, you are still not satisfied, you should contact us again and we will arrange for a separate review to take place by a senior member of staff.
- We will write to you within 15 working days of receiving your request for a review, confirming our final viewpoint on the matter.

If our final viewpoint letter does not resolve matters (or more than 8 weeks have elapsed since the complaint was first made) you can request an independent review from The Property Ombudsman of which we are a member, without charge.

**The Property Ombudsman Ltd, Milford House, 43-45 Milford Street, Salisbury,**

**Wiltshire, SP1 2BP Telephone - 01722 333 306 - [www.tpos.co.uk](http://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 complaints procedure, before being submitted for an independent review.

We will respect your right to confidentiality and privacy and we will treat you fairly and in accordance with our commitment to equality.