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Created By:
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Complaints Handling Procedure

myleasehold limited
45 Chiltern Street
London
W1U 6LU

020 7034 3435
hello@myleasehold.co.uk

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

myleasehold complaints handling procedure

1. We have appointed Mark Wilson MRICS (45 Chiltern Street, London, W1U 6LU, tel: 020 7034 3435, e-mail: mark@myleasehold.co.uk), to deal with complaints.

If you have a question or if you would like to make a complaint, please do not hesitate to contact him.

2. If you have initially made your complaint verbally – whether face-to-face or on the telephone – please also make it in writing addressed to Mark Wilson.

3. Once we have received your written complaint, Mark Wilson will contact you in writing within fourteen days. At this stage we will give you our understanding of your case. We will also invite you to make any further comments that you may have in relation to this.

4. Within twenty-one days of receipt of your written summary, Mark Wilson will write to you to inform you of the outcome of his internal investigation into your complaint and to let you know what actions we have taken or will take.

5. If you are dissatisfied with the result of the internal investigation and you are a **consumer or company** who has engaged us to provide you with **surveying or valuation** activities, you can refer your complaint to the **Centre for Effective Dispute Resolution** - <https://www.cedr.com/consumer/> +44 (0)20 7520 3800, applications@cedr.com.

7. If you are dissatisfied with the result of the internal investigation and you are a **consumer** who has engaged us to provide **residential agency services**, you can refer your complaint to **The Property Ombudsman** - <https://www.tpos.co.uk/contact>, 01722 333306.