

## **COMPLAINTS PROCEDURE for CMBT Properties Ltd t/a masonbryant sales**

49 Eastbourne Road, Pevensey Bay BN24 6HL

t: 01323 766331

e: sales@masonbryant.co.uk

\*Please note all complaints regarding K Lettings Ltd t/a masonbryant lettings should contact Kay Smith (K Lettings Ltd t/a masonbryant) at 6 Gildredge Road, Eastbourne BN21 4RL. Telephone 01323 64 65 64. e-mail: lettings@masonbryant.co.uk

### 1) **Overview**

We aim to provide as complete and professional service as possible to all clients and in all areas of our work. However, there may be occasions when a client or customer feels he or she wishes to complain about our service. This document sets out the procedure which should be followed to enable your complaint to be dealt with in a timely, orderly and professional manner. Copies of this document are readily available within our offices.

### 2) **Please Contact Us First**

Please contact us by telephone on 01323 766 331, or by e-mail to sales@masonbryant.co.uk or in writing to masonbryant 49 Eastbourne Road, Pevensey Bay BN24 6HL stating the nature of your query or complaint. We will confirm receipt of your initial complaint in writing within 3 days. We will then respond within 15 days of receipt of the original complaint, giving our understanding of the case and responding directly to your concerns. You will of course be welcome to respond further if your complaint remains unresolved.

### 3) **If That Doesn't Work**

If your complaint remains unresolved to your satisfaction, then please detail all of your concerns **in writing** addressed to Katy Tsigarides for all Sales department matters (CMBT Properties Ltd t/a masonbryant) to masonbryant 49 Eastbourne Road, Pevensey Bay BN24 6HL. You should refrain from contacting the member of staff of whom the complaint concerns and contact Katy Tsigarides where possible. A full investigation and examination of the circumstances will be instigated, and you will be informed of the outcome and our final position within 15 days of receipt of your written complaint. Our final review statement will be sent to you and this will include how you can refer your complaint to the Property Ombudsman.

### 4) **If You Feel That Your Complaint Is Still Valid And Hasn't Been Resolved**

If you remain dissatisfied with our response, you may **at any time** refer the matter to the Property Ombudsman whose details are printed below. They will investigate the matter. We are bound by the rules of the scheme and will accept their decision. There is however a 12 month timescale for referring complaints to the Property Ombudsman from the date of masonbryant final review statement.

## **The Property Ombudsman**

Milford House  
43-55 Milford Street, Salisbury, Wiltshire  
SP1 2BP  
t: 01722 333 306  
e: admin@tpos.co.uk  
**www.tpos.co.uk**

The property Ombudsman consumer guides are available from our offices for your reference.

### **Changes to TPO's Terms of Reference – comments from the TPO as of 1<sup>st</sup> August 2019**

With effect from today (1st August 2019), the Terms of Reference for The Property Ombudsman Scheme have been updated in order to provide greater clarity and smooth progression of complaints.

From 1 August 2019, both Complainants and Member Agents will be given 14 calendar days within which to accept or represent against the proposed decision. This has been reduced from the previous 21 days as our evidence demonstrated that the majority of consumers and agents were responding promptly within 14 days.

In addition, we have clarified that the Ombudsman shall not investigate a complaint if at any time the Ombudsman finds out that the complaint is already being (within a 3 month timescale) or has been considered by a Court, or under another independent complaints, conciliation or arbitration procedure (Paragraph 13b).

The introduction of the timescale means that we will consider a complaint if a court date has been set but that date is more than three months away. This has been our approach, but we have now clarified it within the Terms of Reference.