

### MIKE ROGERSON ESTATE AGENTS COMPLAINTS PROCEDURE

- 1 Upon notification at any branch of a potential complaint the Branch Manager will notify the Managing Director at Head Office
- 2 Head Office will then advise the potential complainant to put their complaint in writing for the attention of the Managing Director Sharon Younes and send to 16 Laburnum Terrace, Ashington, Northumberland, NE63 0XX or email [accounts@mikerogerson.co.uk](mailto:accounts@mikerogerson.co.uk) and outline in as much particularity all relevant information appertaining to the complaint.
- 3 Upon receipt of written complaint, the Managing Director or designate officer will acknowledge within three days.
- 4 Generic complaints after acknowledgement of the initial written complaint carry out an Investigation and aim to respond formally to the complainant in writing within a period of fourteen days.
- 5 If, at this stage the complainant is 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 14 working days of receiving your request for a review confirming our final viewpoint on the matter.
- 6 If you remain dissatisfied, you can then contact The Property Ombudsmen to request an independent review:

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)

- 7 Please note, that 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

6 Cheviot House, Manor Walks, Cramlington, Northumberland, NE23 6RT  
Website: [www.mikerogerson.co.uk](http://www.mikerogerson.co.uk) • Email: [ashington@mikerogerson.co.uk](mailto:ashington@mikerogerson.co.uk)  
Also at Ashington, Bedlington, Blyth, Cramlington, Morpeth and Wallsend  
Mike Rogerson Estate Agents Limited registered in England & Wales. Reg. Number 4138737



this in-house complaint procedure, before being submitted for an independent review.