

In-House Complaints Procedure

M B Lettings North West Limited pride themselves on providing a professional service for our clients and, at the same time, dealing with prospective purchasers and tenants fairly and with integrity.

If you feel justified in raising a complaint, we will strive to deal with it quickly and find a resolution.

However, if it becomes clear that matter requires a more detailed investigation or external arbitration, it can be referred to the Property Redress Scheme.

Stage 1 • Firstly, you must speak with one of the Partners, Melissa Berry or Graham Leishman with details of your complaint and they will try to resolve the matter there and then if possible.

- If we resolve the complaint we will confirm in writing, by email and ask you to acknowledge that you agree the matter is closed.

Stage 2 • If that matter has not been resolved by Stage 1, we will ask you to write to us with a detailed account of your complaint. Upon receipt we will investigate thoroughly and write to you with our findings statement within 21 days.

- If you are not satisfied with our findings, we would firstly encourage you to speak with us again for any further clarification that may be needed, but should this not bring a satisfactory outcome, you may refer the matter to our independent redress scheme. Independent Redress Scheme

We are members of the Property Redress Scheme, and should you remain dissatisfied with our response at Stage Two, you may refer the matter to them for independent redress. Such a referral must be made within 6 months of the conclusion of Stage Two.

Our complaints procedure must be followed before our independent redress scheme will consider your complaint.

For advice and help making a complaint you may write to:

The Property Redress Scheme using info@theprs.co.uk or by using this link <https://www.theprs.co.uk/Complain>
