



## **Complaints Policy and Procedure**

Lawton Prior and Mecklenburgh (LP & M) is committed to providing a high level service to our customers. If you do not receive satisfaction from us, we need you to tell us about it. This will help us to improve our standards.

### **Complaints Procedure**

If you have a complaint, please contact Sarah Hall– Director by phone 01923 255888 in the first instance so that we can try to resolve your complaint informally.

At this stage if you are not satisfied please, contact Howard Mecklenburgh – Managing Director. You can write to him at LP & M, 168 High Street, Watford, Hertfordshire, WD17 2EG.

#### **Next steps**

1. We will send you a letter acknowledging your complaint and asking you to confirm or explain the details set out. We will also let you know the name of the person who will be dealing with your complaint. You can expect to receive our letter within 5 days of us receiving your complaint.
2. We will record your complaint in our central register within a day of having received it.
3. We will acknowledge your reply to our acknowledgment letter and confirm what will happen next. You can expect to receive our acknowledgement letter within 5 days of your reply.
4. We will then start to investigate your complaint.
5. We would normally aim to set out the findings of our investigation within 28 days from stage 4. If we believe, more time will be necessary we will advise you in writing.
6. The findings will be notified to you in writing.
7. At this stage, if you are still not satisfied you can write to us again. Another Director of the company will review the decision within 10 days.
8. We will write to you confirming our final position on your complaint and explaining our reasons. If you are still not satisfied, you can contact the following: Property Ombudsman, Milford House, 43-55 Milford St, Salisbury SP1 2BP or



email [admin@tpos.co.uk](mailto:admin@tpos.co.uk) This would be in relation to any complaint resulting from Leasehold management activities.

9. For other matters, you may refer your complaint (if it falls within the scope of the scheme) to the Independent Adjudication Service for the RICS operated by Cedr. [www.cedr.com/consumer/rics](http://www.cedr.com/consumer/rics)

The Directors will inform all relevant authorities about unresolved complaints or issues.

If we have to change any of the time scales above, we will let you know and explain why.

**NOTE: In any event, we will comply with any statutory procedures that may relate to your complaint.**