

## Internal Complaints Procedure

PMP International is committed to providing a professional service to our clients and customers. Should our processes prove unsatisfactory we welcome your feedback and the opportunity to improve our services.

PMP International is a member of The Property Ombudsman and Propertymark. As members of these organisations, we are committed to follow strict professional standards.

First step: -

Should you have a complaint please contact us and put it in writing, including as much detail as possible. Please contact us via mail at 1 Northway's Parade, Finchley Road, London, NW3 5EN or via email on info@pmpi.co.uk. We will then make sure to contact you in line with the timeframe below:

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1. We will send you a letter or email acknowledging receipt of your complaint within three working days of it, enclosing a copy of this procedure.
2. We will investigate your complaint and review the details. We will then write to you with a formal written outcome of our investigation within 15 days.
3. Should you still not be satisfied you should again contact us requesting a separate review to take place by a separate member of senior staff.
4. We will write to you within 15 working days of your review request with our final viewpoint on the matter.
5. Should you still not be satisfied with the outcome of our internal complaints procedure, or if 8 weeks has elapsed since your initial complaint, you may request an independent investigation by The Property Ombudsman. The contact details for The Property Ombudsman Scheme are as follows: Telephone: 01722 333 306, email: admin@tpos.co.uk, website: www.tpos.co.uk or post: TPOS Complaints, Milford House, 43-55 Milford Street, Salisbury, Wiltshire SP1 2BP Any complaint to The Property Ombudsman must be made within twelve months of our final viewpoint. The Property Ombudsman requires that all complaints are addressed through this Internal Complaints Procedure, before being submitted for an independent review.
6. As a Propertymark Protected agent, if you feel your complaint has not been satisfactorily dealt with by us and The Property Ombudsman, you can send your complaint to Propertymark. Please go to the Propertymark website to download a complaint form. The contact details for Propertymark are: 01926 496 791 Website: www.propertymark.co.uk/complaints Propertymark, Arbon House, 6 Tournament Court, Edgehill Drive, Warwick, CV34 6LG.