

We are committed to providing a professional service to all our clients and customers. When something goes wrong, we need you to tell us about it. This will help us to improve our standards. If you have a complaint, please let us know through our online complaint form, including all relevant details and documentation to help us understand your concerns. We will then respond in line with the timeframes set out below. To submit your complaint online click on the following link:
<https://www.mcarrington.co.uk/complaints-form>

What will happen next?

The complaints inbox is actively monitored, and a team member will contact you promptly to confirm receipt of your complaint and outline the next steps:

- Upon receiving your complaint, we will send a written acknowledgment within three working days, which will include a copy of our complaints procedure.
- We will assign a team member to your complaint, who will keep you informed on the progress of your complaint. A formal written outcome of our investigation will be sent to you within 15 working days of sending the acknowledgement letter.
- If you remain unsatisfied after the initial response, you may contact us again to request an
- escalation. Upon receiving your escalation request, a senior staff member or the Head of Department will conduct a final review and will respond to you within 15 working days with a final viewpoint letter.
- If you are still dissatisfied following our internal procedure, or if eight weeks have passed since your complaint submission, you may escalate the matter to The Property Ombudsman (TPO) for an independent review. TPO provides impartial adjudication to ensure that complaints are reviewed in line with industry standards. You may contact TPO at:

Contact details for The Property Ombudsman:

The Property Ombudsman Ltd
Tel: 01722 333 306
Email: admin@tpos.co.uk
Website: www.tpos.co.uk

Please ensure that you submit your complaint to TPO within 12 months of receiving our final viewpoint letter. All complaints must be addressed through our internal process before TPO will accept them for independent review.

Other ways to contact us:

Tel: 020 8960 0001
Email: mcarringtoncomplaints@mcarrington.co.uk
Address: 196 New King's Road, Fullham, London, SW6 4NF

