

## Complaints Handling Procedure (CHP)

Our CHP has two stages. Stage one of the CHP gives our firm the opportunity to review and consider your complaint in full. Our firm will try to resolve your complaint to your satisfaction. If you are not happy with our response, you will have the opportunity to take your complaint to stage two. Stage two gives you the client, the opportunity to have your complaint reviewed and considered by an independent redress provider.

### Stage One

If you have spoken to us about your complaint, please put the details of your complaint in writing. We ask that you put your complaint in writing to make sure that we have a full understanding of the reasons for your complaint.

Please send your written complaint to:

Andy Murray, Director  
Michael Carrington Property Management Ltd  
196 New Kings Road  
London, SW6 4NF  
020 8960 0001  
Email: [andy.murray@mcarrington.co.uk](mailto:andy.murray@mcarrington.co.uk) Web: [www.mcarrington.co.uk](http://www.mcarrington.co.uk)

We will consider your complaint as quickly as possible, and will acknowledge receipt of your complaint within 3 working days. If we are not able to give you a full response, we will update you within 15 working days.

### Stage Two

If we are unable to agree on how to resolve your complaint or a period of eight weeks after using our in-house complaints handling procedure has expired and you remain dissatisfied, then you have the opportunity to take your complaint to an independent redress provider. We have chosen to use the following redress providers:

#### The Property Ombudsman

Milford House  
43-55 Milford Street  
Salisbury  
Wiltshire  
SP1 2BP  
Tel: 01722 333306 Fax: 01722 332296  
Email: [admin@tpos.co.uk](mailto:admin@tpos.co.uk) Web: [www.tpos.co.uk](http://www.tpos.co.uk)

