

In-House Complaints Procedure

We are committed to delivering a high standard of service to all our clients and customers. If you are unhappy with any aspect of our service, we encourage you to let us know. We take all complaints seriously and will investigate them fairly and promptly to achieve a satisfactory resolution wherever possible.

Where appropriate, we will make reasonable adjustments to assist customers who may be affected by disability, illness, age, language barriers, literacy or numeracy difficulties, financial hardship, bereavement, or any other circumstances that may make it difficult for them to access our services.

How We Handle Complaints

- We ask that complaints are submitted in writing, providing as much information as possible together with any supporting documents.
- We will acknowledge receipt of your complaint in writing within 3 working days.
- Your complaint will be investigated by a director or an appropriate senior member of staff who will review all relevant information and, where necessary, discuss the matter with those involved.
- We aim to provide you with our written response within 15 working days of receiving your complaint.
- If you are not satisfied with our response, you may request a further review. A Director will carry out a final assessment and issue our final written decision within 15 working days of your request.
- If our final response does not resolve your complaint, or if 8 weeks have passed since you first raised your complaint, you may refer the matter free of charge to our independent redress provider.

Property Redress Scheme (PRS)

Property Redress Scheme

Premiere House

Elstree Way

Borehamwood

Hertfordshire

WD6 1JH

Telephone: 0333 321 9418

Email: info@propertyredress.co.uk

Website: www.propertyredress.co.uk

Important Information:

Complaints must be referred to the Property Redress Scheme within 12 months of the date of our final written response. The Property Redress Scheme will only consider complaints after our internal complaint's procedure has been completed.

Howard Macmillan Trading Ltd is committed to resolving complaints professionally, fairly, and efficiently, and we value all feedback as an opportunity to improve the service we provide.

Please ask a member of staff if you have any questions about our fees.



Member of



This is to certify that

HOWARD MACMILLAN TRADING LTD

is a member of the



A handwritten signature in black ink that reads 'Sean Hooker'.

Sean Hooker - Head of Redress

Authorised by



Ministry of Housing,
Communities &
Local Government

www.communities.gov.uk

**NATIONAL
TRADING
STANDARDS**

Estate Agency Team

Protecting Consumers
Safeguarding Businesses