



**Mark Antony**  
SALES & LETTING AGENTS

82 London Road, Stockton Heath  
Warrington, Cheshire. WA4 6LE

Tel: **01925 267070**

Web: [www.MarkAntonyEstates.com](http://www.MarkAntonyEstates.com)

Email: [Office@MarkAntonyEstates.com](mailto:Office@MarkAntonyEstates.com)

### **Complaints Procedure**

Mark Antony Estates, a member of The Property Ombudsman, aims to provide the highest standards of service to all our customers. A complaints procedure has been introduced to ensure that your interests are safeguarded. This provides for the matter to be dealt with internally by a Senior Manager and if necessary, a Director. If we fail to deal with the issue to your satisfaction, you have a lawful right to refer to The Property Ombudsman for independent review and seek compensation.

#### **STEP 1:**

If you have a complaint that we have been unable to resolve quickly by informal email or phone call; please detail your complaint in writing to our Senior Manager below:

**Catherine Connor**  
Mark Antony Estates  
82 London Road  
Stockton Heath  
Warrington  
WA4 6LE

Your formal complaint will be acknowledged within 24 hours where possible but no longer than 3 working days. It will then be investigated thoroughly, and our formal response will be sent to you in writing within 15 working days of receipt of your complaint.

#### **STEP 2:**

If you are not satisfied with the outcome of our initial investigation, you are provided with a further opportunity to escalate the complaint and have the matters reviewed by a Director of the business.

Please write to the address given below stating why you remain dissatisfied and what action you feel is appropriate we should take to resolve the matter.

**Mark Bridge (Director)**  
Mark Antony Estates  
82 London Road  
Stockton Heath  
Warrington  
WA4 6LE

We will then conduct a separate and detached review of the complaint and our final view of the matter will be put to you in writing within 15 working days of receipt of your escalation letter.

#### **STEP 3:**

In the event that our final view still fails to satisfy your complaint, then you are at liberty to have the matter referred to The Property Ombudsman within 12 months from our final viewpoint.

Full contact details and advice can be found on The Property Ombudsman's website: [www.TPOS.co.uk](http://www.TPOS.co.uk)

We will submit our file to the Ombudsman upon request and cooperate fully with their investigations.

You are also entitled to have your complaint referred to the Ombudsman should we fail to deal with the matter as described above within 8 weeks following the date we receive your initial written complaint.