

### **MICHAEL ROGERS PROPERTY MANAGEMENT LTD**

### **COMPLAINTS HANDLING PROCEDURE – NON-CONSUMER**

#### **Who can make a complaint?**

All non-consumer clients are eligible to lodge a complaint using this procedure.

#### **What can be complained about?**

Complaints may be made about any aspect of our service to our clients.

#### **What is the procedure for making a complaint?**

All complaints should be made in writing and should give the name and address of the person or organisation making the complaint. This is to ensure that we fully understand your complaint and so that we have a written record of it.

#### **Who should complaints be addressed to?**

Complaints will be handled by Quentin Thompson, Managing Director of MRPM who is based at:

Chapter House,  
33 London Road,  
Reigate, Surrey,  
RH2 9HZ  
Tel: 01737 230 777  
Email: [quentin.thompson@michaelrogers.co.uk](mailto:quentin.thompson@michaelrogers.co.uk)

#### **What happens once a complaint has been lodged?**

Once a complaint is received by MRPM, it will be lodged in its Complaints Log and a director will acknowledge its receipt within 7 working days. We will try to resolve the complaint to your satisfaction within 28 days. If you are happy with the outcome of our investigation into your complaint, the matter will conclude.

However, if we cannot agree on how to resolve the complaint then you will have the opportunity to take your complaint to the final stage of our complaints handling procedure which is by referring the matter to:

CEDR Solve,  
The International Dispute Resolution Centre  
70 Fleet Street  
London  
EC4Y 1EU

Tel: 020 7536 6060  
Fax: 020 7536 6061  
Email: [info@cedr-solve.com](mailto:info@cedr-solve.com)  
[www.cedr-solve.com](http://www.cedr-solve.com)