MAKING A COMPLAINT

Wall & Macnab Survey & Valuation and Stephanie Macnab Estate Agents are trading names of Wall & Macnab Ltd.

Your best interests are our top priority, and every aspect of our service is rooted in our commitment to the highest degree of customer care and professional integrity. We are constantly striving to find new ways to improve our service to clients and our complaints procedure has been designed to ensure any problems are dealt with promptly and efficiently.

If you wish to make a formal complaint or comment about any aspect of our service, we will do our best to resolve the matter in-house to your complete satisfaction.

How to make a complaint

The first stage in dealing with any complaint is to contact the individual dealing with the case. If you feel this is not appropriate or that the issue has not been resolved satisfactorily, please write to the point of contact provided within this leaflet.

We will acknowledge receipt of your written complaint within 3 days.

We will then investigate your complaint. Where appropriate, this will normally be dealt with by the office manager who will review your file and speak to the member of staff who dealt with you. A formal written outcome of our investigation will be sent to you within 15 working days of receipt of the original complaint.

If you are dissatisfied with any aspect of the handling of your complaint, you should write to Mr Simon Wall, Director, Wall & Macnab Ltd, 9 The Beacons, School Lane, Formby L37 3LN who will then personally conduct a separate review of your complaint and its investigation.

We will write to you within 15 working days of receiving your request for a review, confirming our final viewpoint on the matter.

If you remain dissatisfied with any aspect of the handling of your complaint, we will attempt to resolve this promptly through negotiations or otherwise agree to enter into mediation with you in accordance with the relevant body responsible for dispute resolution as detailed within the relevant sections of this leaflet. This may include The Property Ombudsman or Centre for Dispute Resolution (CEDR) model mediation procedure, or the mediation process operated by the Royal Institution of Chartered Surveyors.

Residential Sales complaints

Complaints should be brought to the attention of Stephanie Macnab MARLA, Director for Estate Agent operations at Wall & Macnab Ltd, 9 The Beacons, School Lane, Formby L37 3LN or email steph@stephaniemacnab.co.uk

If you are still not satisfied with our final viewpoint you can request an independent review from The Property Ombudsman without charge.

The Property Ombudsman, Unit 159756, PO Box 7169, Poole BH15 9EL Tel: 01722 333306 admin@tpos.co.uk

You will need to submit your complaint to The Property Ombudsman within 12 months from the date of our final viewpoint , including any evidence to support your case.

The Property Ombudsman requires that all complaints are addressed through this in-house complaints procedure, before being submitted for an independent review.

Residential Lettings and Property Management complaints

If we are unable to resolve the matter to your satisfaction in-house, it can be referred to The Property Ombudsman – The Property Ombudsman, Unit 159756, PO Box 7169, Poole BH15 9EL Tel: 01722 333306 admin@tpos.co.uk

Professional Services complaints

Complaints should be brought to the attention of Simon Wall, Director, Wall & Macnab Ltd, 9 The Beacons, School Lane, Formby L37 3LN or email simon@wallmacnab.co.uk

If we are unable to resolve the matter to your satisfaction in-house, you can request an independent review from The Property Ombudsman without charge.

The Property Ombudsman, Unit 159756, PO Box 7169, Poole BH15 9EL Tel: 01722 333306 admin@tpos.co.uk

Commercial Agency Complaints

If we are unable to resolve the matter to your satisfaction in-house, it can be referred to The Property Ombudsman – The Property Ombudsman, Unit 159756, PO Box 7169, Poole BH15 9EL Tel: 01722 333306 admin@tpos.co.uk

General Comments

If you wish to raise any issues regarding our services or our in-house complaints procedure, these should be addressed to Mr Simon Wall FRICS, at the address above.

WM WALL & MACNAB CHARTERED SURVEYORS AND ESTATE AGENTS

SM STEPHANIE MACNAB ESTATE AGENT

Wall & Macnab Ltd - Company Registration No. 07181077
Registered office - 5 Engine Lane, Great Altcar L37 5AH