



Complaints Procedure – Magpie Property Management Limited

As a trusted, local, independent company, we aim to offer the highest possible standards of service but mistakes can and do happen. When they do, we want to ensure that the process we follow is as clear and speedy as possible.

If you feel that you have reason to make a complaint, we ask that you follow the process below:

How to make a complaint

Should you have a complaint about the way you have been treated then please do one of the following:

- Write , email or telephone directly to the person that you have been dealing with, or
- Write, email or telephone one of the Directors as below:

Gill Hopwood	-	01480 475777	-	gill@magpieproperty.co.uk
Vikkii Ashford	-	01480 475777	-	vikkii@magpieproperty.co.uk

We will then

- Acknowledge your complaint within 2 working days
 - Carry out an investigation into your complaint
 - Provide you with a written response into your complaint within 14 days of receipt of same
 - Should you still feel unhappy and unsatisfied with our response then we are members of the following organisations:
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- The Property Ombudsman – www.tpos.co.uk – their code of practice for letting agents can be found on their website
 - The Association of Residential Letting Agents – www.arla.co.uk