

Maalems Complaints Procedure

Our complaints policy:

We are committed to providing a high-quality service to all our clients. However, we understand that sometimes things do not go to plan and we need you to tell us about it. This will help us to improve our standards.

If you have a complaint that is not resolved informally, please contact, in writing with the details of your complaint and in the first instance, the member of staff who is responsible for overseeing and dealing with you directly.

We have eight weeks to consider your complaint. If we have not resolved it within this time you may refer the matter to The Property Ombudsman (TPOS).

What will happen next?

1. We will send you correspondence acknowledging receipt of your complaint within five working days.
2. We will then investigate your complaint. This will normally involve passing your complaint to the department manager, who will review your file and speak to the member of staff who acted for you.
3. Within 14 days of sending you the acknowledgement of your complaint, our department manager will endeavour to resolve your complaint and you will be invited to make any further comments that you may have in relation to the matter at this time.
4. Within 28 days of receipt of your written complaint, the department manager will write to you and inform you of the outcome of their investigation and let you know what actions have been or will be taken.
5. After this period, if you are dissatisfied with the outcome of the investigation to date, you may ask for your complaint to be reviewed, which must be in writing, to the Department Director, within one month of receiving the Department Manager's response.
6. A separate review will be conducted and the Department Director will send you a detailed written conclusion to the requested review of your complaint, including any further suggestions for resolving the matter if applicable, within 28 days thereafter.
7. If you are still not satisfied, you can then contact the Property Ombudsman (TPOS) at their Registered Office: 33 The Clarendon Centre Salisbury Business Park, Dairy Meadow Lane, Salisbury, Wiltshire, United Kingdom, SP1 2TJ or online at www.tpos.co.uk. Please note that you must do so within six months of the date of our concluding letter. TPOS will not consider your complaint until our internal complaints process has been completed.
8. Should you not receive correspondence from Maalems within eight weeks of your initial written letter of complaint, please proceed by directly contacting The Property Ombudsman (TPOS) Registered Office: 33 The Clarendon Centre Salisbury Business Park, Dairy Meadow Lane, Salisbury, Wiltshire, United Kingdom, SP1 2TJ

www.maalems.co.uk

Earlsfield & Wandsworth Office
344 Garratt Lane
Earlsfield, London SW18 4EL
Tel: 020 8875 9200
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