

Moreland Estates Ltd: Internal Complaints Handling Procedures

Here at Moreland we pride ourselves on the level of customer service that we provide. In the event that you feel dissatisfied with our service and wish to make a complaint, you will need to follow our Complaints Handling Procedure (CHP), details of which can be found below:

Membership details

Moreland Estates is a member of The Property Ombudsman Scheme (TPOS) and Propertymark (NAEA & ARLA).

By belonging to these organisations, we are required to follow strict professional standards.

Stage One - Manager

We would request that you initially make your complaint in writing to the Manager. Upon receipt of your complaint she will acknowledge it within three days and should respond within fifteen working days.

Contact details:

Sarah Williams
903-905 Finchley Road
London
NW11 7PE
020 8381 4970
sarah@moreland.uk.com

We aim to resolve all complaints during this initial stage. However, if you are still dissatisfied, you will need to progress your complaint through the following process.

Stage Two – Director

If you wish to progress your complaint beyond the Manager, you must do so within 28 days of receiving their response. Once in receipt of your complaint, which must be in writing, the Director will acknowledge your correspondence within five working days. You will receive a full response within 15 working days.

Contact details:

Nicola Gilbert
903-905 Finchley Road
London
NW11 7PE
020 8381 4970
nicola@moreland.uk.com

Stage Three – Managing Director

Should you feel we have not satisfactorily dealt with the matter; you may address your complaint to the Managing Director, this must be done within 28 days of the letter from the Director. Your correspondence will be acknowledged within five working days and he will issue a Final Viewpoint letter within a further 10 working days.

Contact details:

Edward Gilbert
903-905 Finchley Road
London
NW11 7PE
020 8381 4970
edward@moreland.uk.com

Stage Four - The Property Ombudsman Scheme

Upon receipt of our Final Viewpoint letter, in the event that you remain dissatisfied, you may contact the Ombudsman within 12 months.

The contact details for The Property Ombudsman Scheme are as follows:

Telephone: 01722 333 306, email: admin@tpos.co.uk, website: www.tpos.co.uk or post:
TPOS Complaints, Milford House, 43-55 Milford Street, Salisbury, Wiltshire SP1 2BP

The Ombudsman will not consider your complaint until you have exhausted our internal complaints procedure.

Stage Five – Propertymark Regulation

Once the Ombudsman has concluded his investigation you may forward your complaint to Propertymark Regulation Department which is the regulatory function of the NAEA & ARLA

You will need to submit your complaint to Propertymark Regulation Department within twelve months of the Ombudsman's final review. You should include a copy of the Ombudsman's review a copy of your signed acceptance/rejection letter and any other supporting documentation which you feel will assist the assessment of your complaint.

The contact details for the Propertymark Regulation are:

Email: complaints@propertymark.co.uk, website: www.propertymark.co.uk or post:
Propertymark Regulation, Arbon House, 6 Tournament Court, Edgehill Drive, Warwick, CV34 6LG.