

## **COMPLAINTS PROCEDURE for CMBT Properties Ltd t/a masonbryant**

49 Eastbourne Road, Pevensey Bay BN24 6HL

t: 01323 766331

e: [director@masonbryant.co.uk](mailto:director@masonbryant.co.uk)

### 1) **Overview**

We aim to provide as complete and professional service as possible to all clients and in all areas of our work. However, there may be occasions when a client or customer feels he or she wishes to complain about our service. This document sets out the procedure which should be followed to enable your complaint to be dealt with in a timely, orderly and professional manner. Copies of this document are readily available within our offices.

### 2) **Please Contact Us First**

Please contact us by telephone on 01323 766 331, or by e-mail to [director@masonbryant.co.uk](mailto:director@masonbryant.co.uk) or in writing to masonbryant 49 Eastbourne Road, Pevensey Bay BN24 6HL stating the nature of your query or complaint. We will confirm receipt of your initial complaint in writing within 3 days. We will then respond within 15 days of receipt of the original complaint, giving our understanding of the case and responding directly to your concerns. You will of course be welcome to respond further if your complaint remains unresolved.

### 3) **If That Doesn't Work**

If your complaint remains unresolved to your satisfaction, then please detail all of your concerns **in writing** addressed to Katy Tsigarides (CMBT Properties Ltd t/a masonbryant) to masonbryant 49 Eastbourne Road, Pevensey Bay BN24 6HL. You should refrain from contacting the member of staff of whom the complaint concerns and contact Katy or Sof Tsigarides where possible. A full investigation and examination of the circumstances will be instigated, and you will be informed of the outcome and our final position within 15 days of receipt of your written complaint. Our final review statement will be sent to you, and this will include how you can refer your complaint to the Property Ombudsman.

### 4) **If You Feel That Your Complaint Is Still Valid and Hasn't Been Resolved**

If you remain dissatisfied with our response, you may **at any time** refer the matter to the Property Ombudsman whose details are printed below. They will investigate the matter. We are bound by the rules of the scheme and will accept their decision. There is however a 12month timescale for referring complaints to the Property Ombudsman from the date of masonbryant final review statement.

#### **The Property Ombudsman**

Milford House  
43-55 Milford Street, Salisbury, Wiltshire  
SP1 2BP  
t: 01722 333 306  
e: [admin@tpos.co.uk](mailto:admin@tpos.co.uk)  
[www.tpos.co.uk](http://www.tpos.co.uk)

The property Ombudsman consumer guides are available from our offices for your reference.