

Complaints Procedure

As an Estate Agent, we are proud of our level of customer service. Occasionally things do go wrong, and you may feel the need to complain. Please see our complaints procedure below.

Residential & Commercial Estate Agency - Making a complaint

Information for Customers

Merlin Property Marketing Services Ltd t/a Breeze Property Shop, is a member of The Property Ombudsman (TPOS). As a member, we aim to provide the highest standards of service to all our customers. To ensure that your interests are safeguarded, we have a Complaints Process in place.

The aim of this process is to resolve any issues or concerns as quickly as possible, although in the majority of cases we hope that matters such as these are resolved at branch level.

Stage One - Branch Manager

All complaints should, in the first instance, be directed to the Manager of the Branch you have been dealing with. The Branch Manager will endeavour to resolve your complaint immediately, and no later than five working days of the first notification.

*The Branch Manager
Breeze Property Shop
252 Uttoxeter Road
Blythe Bridge
Stoke-on-Trent
ST11 9LY*

Stage Two – Company Director

If you remain dissatisfied, you may address your concerns in writing to the Company Director within one month of the response from the Branch Manager. Your letter will be acknowledged within three working days of receipt and you will be provided with a final written response on behalf of the Company within 15 working days of receipt of your letter.

*The Company Director
Breeze Property Shop
252 Uttoxeter Road
Blythe Bridge
Stoke-on-Trent
ST11 9LY*

Stage Three - The Property Ombudsman

After you have received a response from the Director, you may wish to approach the Ombudsman if you are not satisfied with the response given. Details of how to do this are contained within the final viewpoint letter,

(The Property Ombudsman) Consumer Guide or online at <http://www.tpos.co.uk> **Please note that you must do so within six months of the date of the final letter. The Property Ombudsman will not consider your complaint until our internal complaints process has been completed.**

Residential and Commercial Lettings and Property Management - Making a Complaint

Information for Customers

Merlin Property Marketing Services Ltd t/a Breeze Property Shop is a member of The Property Ombudsman Service (TPOS) and we aim to provide the highest standards of service to all our Residential Lettings and Property Management customers. In order to ensure that your interests are safeguarded, we have put in place a complaints procedure, which we will follow in dealing with your complaint. Our aim is to handle any issues or concerns as quickly as possible, in order to achieve this we will, wherever we can, try and resolve your complaint at branch level.

Stage One - Branch Manager

All complaints should, in the first instance, be directed to the Manager of the branch you have been dealing with. Complaints made in writing will be acknowledged within three working days. They will endeavour to resolve your complaint immediately, and no later than five working days of the first notification. We do recommend that where possible you outline your complaint in writing, especially if it appears a complex issue.

*The Branch Manager
Breeze Property Shop
252 Uttoxeter Road
Blythe Bridge
Stoke-on-Trent
ST11 9LY*

Stage Two – Company Director

Should this still remain outstanding, or if you still remain dissatisfied with any aspect of our handling of your complaint, then please write to the Managing Director at the following address:

*The Company Director
Breeze Property Shop
252 Uttoxeter Road
Blythe Bridge
Stoke-on-Trent
ST11 9LY*

They will acknowledge your complaint within three working days and will take this up on your behalf. They will undertake a review of your complaint, including how it's been handled to date, which may include further investigations into the background of your concerns. Then within 15 days from receipt of your letter, she will set out in writing to you, her findings and recommendations as a "final view" on how she believes your complaint can be resolved.

Stage Three - The Property Ombudsman

After you have received a response from the Company Director, and if you are not satisfied with his proposed resolution, you may approach The Property Ombudsman Service. Details of how to do this are contained within the Managing Director's final view point letter, The Property Ombudsman consumer guide or online at www.tpos.co.uk

Please note that you must do so within six months of the date of the final letter. The Property Ombudsman will not consider your complaint until our internal complaints procedure is exhausted.