

## My Property Specialists Complaints Procedure

### 1. Purpose

The purpose of this complaints procedure is to provide a structured and transparent process for individuals to raise concerns, issues, or complaints regarding any aspect of our organization's operations, services, or conduct.

### 2. Scope

This procedure covers all complaints, whether from employees, customers, clients, partners, or any other stakeholders.

### 3. Definition of a Complaint

A complaint is an expression of dissatisfaction with our organization's actions, decisions, or services. It can be submitted in writing or verbally.

### 4. Principles

- a. Fairness: Every complaint will be treated impartially and objectively.
- b. Confidentiality: Information related to complaints will be kept confidential to the extent possible, considering legal requirements.
- c. Transparency: The complainant will be informed about the progress of their complaint at various stages.

### 5. Complaint Submission

Complaints can be submitted in the following ways:

- a. By email to [complaints@mypropertyspecialists.co.uk](mailto:complaints@mypropertyspecialists.co.uk)
- b. By postal mail to:

MPS Head Office  
Ryemead Lodge,  
Church Road,  
Windsor,  
Berkshire,  
SL4 4SE

### 6. Complaint Handling Procedure

- a. Receipt of Complaint:

Upon receipt of a complaint, the organization will issue an acknowledgment within 2 business days.

b. Initial Assessment:

A designated individual or team will conduct an initial assessment to determine the nature and validity of the complaint.

c. Investigation:

If necessary, an investigation will be initiated by the Internal Complaints Officer to gather information and facts related to the complaint.

d. Resolution:

The organization will work towards resolving the complaint in a timely manner, which may involve corrective actions, changes in procedures, or other appropriate measures.

e. Communication:

The complainant will be kept informed of the progress and the expected timeline for resolution.

f. Closing the Complaint:

Once the complaint is resolved, the complainant will be informed of the resolution, and feedback may be sought on their satisfaction with the resolution.

## 7. Appeals

If the complainant is dissatisfied with the resolution, they may have the option to escalate the complaint to [specify the next level of authority or department responsible for appeals] within [specify the time frame for appeal].

## 8. Record Keeping

All complaints and related documentation will be maintained and securely stored for as long as required in compliance with applicable data protection regulations and GDPR/ICO advice.

## 9. Review and Continuous Improvement

The organization will regularly review its complaints procedure and make improvements as needed to ensure its effectiveness and efficiency.

## 10. Reporting

An annual report summarizing the number, nature, and resolution of complaints will be provided to relevant stakeholders at [My Property Specialists](#).

## 11. Compliance

This procedure will be enforced and adhered to by all employees and relevant stakeholders.