

## **Complaints about services provided by**

### **Michael Naik & Co Management Ltd**

If you want to speak to someone about a complaint, you can call our office on 0207 249 0272 (lines are open 9.00am to 6.00pm Monday to Friday, excluding bank holidays and between 10.00am and 4.00pm on Saturdays), where we will try to resolve the issue if we can.

If you prefer to put your complaint in writing, in the first place, write to the person who handled your query: that's usually the quickest way to resolve a problem. If you're still not satisfied, ask for your complaint to be escalated to their team leader or manager.

#### **What information we'll need from you**

We will need:

- \* a clear, detailed description of what your complaint is about
- \* copies of any letters or emails related to the complaint

#### **How to make a formal complaint about Michael Naik & Co Management Ltd**

You can make a formal complaint by post, online or by phone. Write to:

##### **Elizabeth Finnegan**

Managing Director

Michael Naik & Co Management Ltd

57 Stoke Newington Church Street

London N16 0AR

Telephone number: **0207 249 0272**

E-mail: [eilishfinnegan@michaelnaik.com](mailto:eilishfinnegan@michaelnaik.com)

#### **What happens next**

When you've made your complaint, we will:

- \* send an email within 3 working days to let you know that we've received it (as long as you've provided a valid email address)
- \* investigate your complaint (looking at whether your questions were answered, whether you suffered any hardship, and what remedy would be fair and proportionate in the circumstances)
- \* We aim to respond to complaints within 15 working days with a formal written outcome of our investigation. If we can't reply to you within this time, we will let you know and tell you when you can expect a reply.

#### **What to do if you're not satisfied**

If you are not satisfied with the outcome of your formal complaint you can refer it to The Property Ombudsman:

The Property Ombudsman

Milford House, 43-55 Milford Street

Salisbury

Wiltshire, SP1 2BP

Telephone number: **01722 333 306**

Website: [www.tpos.co.uk](http://www.tpos.co.uk)

The Ombudsman investigates complaints where estate agents have not acted properly or fairly, or have provided a poor service.

#### **Appealing against a decision by the Ombudsman**

If you are unhappy with The Ombudsman's decision you can appeal directly to the Ombudsman:

[https:// www.tpos.co.uk](https://www.tpos.co.uk)