

# complaints handling procedure

If you have a complaint, then set out below is the procedure which we will follow in dealing with that complaint.

A person has been appointed in the Liverpool office to deal with complaints, and you should not hesitate to contact the relevant person. Details are set out below:

Tom Gibson  
Mason & Partners  
The Corn Exchange  
Brunswick Street  
Liverpool  
L2 0PJ

Tel: 0151 227 1008  
Email: [tomgibson@masonpartners.com](mailto:tomgibson@masonpartners.com)

Where your complaint is initially made orally, you will be required to send a written summary of your complaint to the person dealing with it. Once we have received your written summary of the complaint, we will contact you in writing within 7 days to inform you of our understanding of the circumstances leading to your complaint. You will be invited to make any comments that you may have in relation to this.

Within twenty one days of receipt of your written summary, the person dealing with your complaint will write to you, in order to inform you of the outcome of the investigation into your complaint and to let you know what actions have been or will be taken.

For consumers, if the complaint has still not been resolved to your satisfaction, we agree to the referral of your complaint to The Property Ombudsman Services Limited (TPOS). This service is free to consumers and can consider any consumer complaints including estate agency related complaints. The contact details for the TPOS are:

The Property Ombudsman Services Limited  
Milford House  
43-45 Milford Street  
Salisbury  
Wiltshire  
SP1 2BP

Tel: 01722 333306  
Email: [admin@tpos.co.uk](mailto:admin@tpos.co.uk)  
Web: [www.tpos.co.uk](http://www.tpos.co.uk)

For Commercial clients, if the complaint has still not been resolved to your satisfaction, we agree to the referral of your complaint to CEDR Solve, the details of which are as follows:

CEDR Solve  
The International Dispute Resolution Centre  
70 Fleet Street  
London  
EC4Y 1EU

**Tel:** 020 7536 6060  
**Fax:** 020 7536 6061  
**E-mail:** [info@cedr-solve.com](mailto:info@cedr-solve.com)  
[www.cedr-solve.com](http://www.cedr-solve.com)