

# WHEN THINGS NEED SORTING OUT

We are committed to providing you with the highest level of service possible, but sometimes, things can go wrong. By letting us know when you have a problem, we can work with you to understand what's happened and put it right. This easy-to-use guide tells you how to make us aware of your views so that we can address any concerns you may have, quickly and professionally.

## HOW DO I REPORT A COMPLAINT?

The first thing you need to do is to contact the branch and let us know what part of our service you are unhappy with. You can report your concerns to us by phone, in writing or by post, or you can send us an email.

We will aim to resolve any issues immediately, however if this is not possible, your concerns will then be escalated to a manager, who will investigate the matter.

### Middlesbrough Branch

64 - 66 Borough Road, Middlesbrough. TS1 2JH  
Phone: 01642 254222 | Email: [middlesbrough@michaelpoole.co.uk](mailto:middlesbrough@michaelpoole.co.uk)

### Coulby Newham Branch

Unit E Parkway Shopping Centre, Coulby Newham. TS8 0TJ  
Phone: 01642 288299 | Email: [coulbynewham@michaelpoole.co.uk](mailto:coulbynewham@michaelpoole.co.uk)

### Redcar Branch

30 - 32 Station Road, Redcar. TS10 1AG  
Phone: 01642 285041 | Email: [redcar@michaelpoole.co.uk](mailto:redcar@michaelpoole.co.uk)

### Yarm Branch

59 High Street, Yarm. TS15 9BH  
Phone: 01642 254222 | Email: [yarm@michaelpoole.co.uk](mailto:yarm@michaelpoole.co.uk)



## Customer complaints procedure - sales



### Ingleby Barwick Branch

Myton Park, Myton Road, Ingleby Barwick. TS17 0WA  
Phone: 01642 763636 | Email: [inglebybarwick@michaelpoole.co.uk](mailto:inglebybarwick@michaelpoole.co.uk)

### Eston Branch

129 High Steet, Eston. TS6 9JD  
Phone: 01642 955180 | Email: [eston@michaelpoole.co.uk](mailto:eston@michaelpoole.co.uk)

### Billingham Branch

10 Town Square, Billingham. TS23 2LY  
Phone: 01642 955140 | Email: [billingham@michaelpoole.co.uk](mailto:billingham@michaelpoole.co.uk)

### Nunthorpe Branch

95 Guisborough Road, Nunthorpe. TS7 0JS  
Phone: 01642 955625 | Email: [nunthorpe@michaelpoole.co.uk](mailto:nunthorpe@michaelpoole.co.uk)

### Stockton Branch

17 High Street, Stockton. TS18 1SP  
Phone: 01642 355000 | Email: [stockton@michaelpoole.co.uk](mailto:stockton@michaelpoole.co.uk)

## WHAT HAPPENS NEXT?

When we receive your complaint, we will:

- Send you a written acknowledgement within three working days which will outline who is responsible for investigating the issues raised.
- Collate as much information as possible and liaise with the various departments involved to establish all the facts.
- Send a detailed response within fifteen working days, informing you of the outcome and ask if the suggested resolution is satisfactory. If we need more time to resolve your concerns however, you will receive a written explanation for the delay.

All complaints are kept confidential and will be dealt with in a fair and unbiased way. If we do not hear from you within eight weeks of our response, we will assume the matter has been resolved and the complaint will be closed.

Should you have concerns in the meantime however, please contact the member of staff whose name appears on the letter of acknowledgement.

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## STILL NOT HAPPY?

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After receiving our response, if you feel your complaint has not been fully addressed, please let us know and we will aim to resolve the matter for you.

Your concerns will be acknowledged within three working days of receipt and your complaint will be passed to an alternative, more senior member of staff for consideration.

Where possible, a final response will then be issued within fifteen working days. If we are unable to respond to you within this timescale, we will contact you to let you know when we anticipate a resolution, and inform you of your right to appeal to a third party.

If you are still not satisfied with the outcome, we would advise that you contact our independent redress scheme.

### Independent Redress Scheme



### TPOS Complaints

**Milford House**  
**43-55 Milford Street**  
**Salisbury**  
**Wiltshire**  
**SP1 2BP**

**Phone: 01722 333306**

**Email: [admin@tpos.co.uk](mailto:admin@tpos.co.uk)**

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

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## CONTACT PROPERTYMARK

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As a Propertymark Protected agent, if you feel your complaint has not been satisfactorily dealt with by ourselves and the redress scheme, you can send your complaint to Propertymark. Go to the Propertymark website to download a complaint form.

Propertymark investigates complaints against members where there is evidence the agent has breached Conduct and Membership Rules. Examples of this include, but are not limited to, misuse of client money, failure to uphold high standards of ethical and professional practice, and failure to answer correspondence.

**01926 496 791**

**[complaints@propertymark.co.uk](mailto:complaints@propertymark.co.uk)**

**[propertymark.co.uk/complaints](http://propertymark.co.uk/complaints)**



We are NAEA Propertymark Protected

