

## **MICHAEL GRAHAM YOUNG LTD**

### **CODE OF PRACTICE – COMPLAINTS HANDLING PROCEDURE**

#### **A. Residential Property Sales & Residential Letting Management**

It is the aim of Michael Graham Young Ltd to provide an efficient and accurate service to its clients. Nevertheless, some complaints are likely to arise and these will be dealt with as follows:-

1. We have appointed Michelle Bishop, Director, to deal with complaints. If you have a question or if you like to make a complaint, please don't hesitate to contact her.

Contact details:-

Telephone:- 02920 465466.

Email [michelle.bishop@mgj.co.uk](mailto:michelle.bishop@mgj.co.uk)

Michael Graham Young Ltd  
Colum Buildings  
13 Mount Stuart Square  
Cardiff Bay  
Cardiff  
CF10 5EE

2. If you have initially made your complaint verbally –whether face to face or on the phone- please also make it in writing, addressed to Michelle Bishop.

3. Once we have received your written complaint, Michelle Bishop will contact you in writing within seven days. At this stage we will give you our understanding of your case. We will also invite you to make any further comments that you may have in relation to this.

4. Within twenty one days of receipt of your written summary, Michelle Bishop will write to you to inform you of the outcome of her internal investigation into your complaint and to let you know what actions we have taken or will take.

5. If you remain dissatisfied with any respect of our handling of your complaint, then you will have recourse to lodge your complaint with The Property Ombudsman.

The Property Ombudsman Ltd  
Beckett House  
4 Bridge St  
Salisbury,  
Wiltshire, SP1 2LX

Tel:-01722 333306  
Fax:-01722 332296  
Email:-[admin@tpos.co.uk](mailto:admin@tpos.co.uk)

6. Should your complaint refer to a Bond lodged with the company then your complaint should be lodged with The Dispute Service Ltd

The Dispute Service Ltd  
PO BOX 1255  
Hemel Hempstead,  
Herts HP1 9GN

Tel;-0845 226 7837  
Fax:-01442 253193  
Email:- [deposits@tds.gb.com](mailto:deposits@tds.gb.com)

## **B. Commercial**

Should the complaint be of a Commercial nature we have appointed Mark Iles MRICS to deal with complaints. If you have any question or if you wish to make a complaint, please do not hesitate to contact him.

Contact details:-

Telephone:- 02920 465466 ext 212  
Fax:- 02920 480715  
Email [mark.iles@mgy.co.uk](mailto:mark.iles@mgy.co.uk)

The timescale in dealing with the complaint is outlined above.