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MIH Property Management Ltd Complaints Procedure

MIH Property Management Limited are committed to providing a professional service to all our Clients and Customers. If something goes wrong, we need you to tell us about it, to allow us to improve our standards.

If you have a complaint, please put it in writing, including as much detail as possible. We will then respond in line with the timeframes set out below.

1. Upon receipt of the written summary of the complaint this will be acknowledged in writing within 3 working days with a copy of the Complaints Procedure.

2. One of our Senior Team will investigate your Complaint, review your file and speak to the member of staff who dealt with you. A written outcome of our investigation will be sent to you within 15 working days of sending the acknowledgment letter.

3. If, at this stage, you still remain unsatisfied, you should contact us again within 15 working days, and we will arrange for a separate review to be undertaken by another member of our Senior Team.

4. We will write to you within 15 working days of receiving your request for a review, confirming our final viewpoint on the matter.

5. If you continue to remain dissatisfied after the last stage of our in-house complaints procedure (or more than 8 weeks have elapsed since the first complaint was made) you can request an independent review from The Property Ombudsman without charge.

The Property Ombudsman
Milford House 43-55 Milford Street
Salisbury Wiltshire SP1 2BP
Tel: 01722 333 306
Fax: 01722 332 296
Email: admin@tpos.co.uk
Website: www.tpos.co.uk

Please note the following:

- You will need to submit your complaint to The Property Ombudsman within 12 months of receiving our final viewpoint letter, including any evidence to support your case.
- The Property Ombudsman requires that all complaints are addressed through this inhouse complaints procedure, before being submitted for an independent review.