

Privacy Policy – March 2025



Complaints Policy

Effective Date: 17th March 2025

At Mike McKinley Lettings, we value our customers and are committed to providing high-quality estate agency services. We understand that, occasionally, things may not go as planned, and we aim to handle any complaints in a fair, efficient, and transparent manner.

This Complaints Policy outlines the process for raising and resolving complaints. We are dedicated to resolving any concerns you may have regarding our services and ensuring that we learn from feedback to improve our services.

1. How to Make a Complaint

If you are dissatisfied with any aspect of our service, please follow the steps below to submit your complaint:

Step 1: Contact Us

You can make a complaint by contacting us via one of the following methods:

- **In Writing:** You can email us at mike@mikemckinley.co.uk.
- **Phone:** Call us on 07359551271.
- **Online:** If applicable, you may submit a complaint via the contact form on our website at www.mikemckinley.co.uk.

Step 2: Provide Details

When making a complaint, please include the following information to help us investigate the matter promptly:

- Your full name and contact details.
- A clear description of the issue or concern.
- Relevant dates, times, and any individuals involved.
- Any supporting documentation or evidence, if applicable.

2. Our Response Time

We are committed to resolving your complaint as quickly and fairly as possible. We aim to acknowledge all complaints within **5 working days** of receipt.

Once we acknowledge your complaint, we will provide you with an estimated timeline for resolution. Depending on the complexity of the issue, this may take up to **8 weeks**. We will keep you informed at each stage of the process.

3. Our Complaints Handling Process

Our complaints process follows these steps:

Step 1: Acknowledgement of the Complaint

Once we receive your complaint, we will acknowledge it within 5 working days. We will also assign a staff member or manager to investigate your complaint.

Step 2: Investigation

We will thoroughly investigate your complaint. This may involve reviewing relevant documents, speaking to the individuals involved, and gathering additional information.

Step 3: Resolution

After the investigation, we will respond to you with our findings and outline any actions we will take to resolve the issue. We aim to provide a resolution within 10 working days of acknowledging your complaint. In more complex cases, it may take longer, but we will keep you updated on the progress.

Step 4: Final Response

If you are satisfied with the resolution, we will close the complaint at this stage. If you are not satisfied, we will provide you with information on how to escalate your complaint.

4. Escalating a Complaint

If you are not satisfied with the resolution of your complaint, you have the right to escalate it. Here are the options available to you:

Independent Ombudsman Service

If you remain dissatisfied after escalation, you may refer your complaint to an independent third-party ombudsman or regulatory body. As an estate agency, we are a member of the following redress schemes:

- **UKALA:** You can contact the UK Association for Letting Agents on 0330 055 3322.
- **The Property Ombudsman (TPO):** You can contact the Property Ombudsman on 01722 333 306.

You can contact the Ombudsman service if you are dissatisfied with the resolution after 8 weeks or if the matter is not resolved to your satisfaction.

5. What We Do with Your Complaint

When you make a complaint, we will:

- Record your complaint in our complaints register.
- Investigate the complaint thoroughly and impartially.
- Provide you with clear and timely responses.
- Take corrective action if necessary to address any issues raised by your complaint.

6. Confidentiality

We will treat all complaints with the utmost confidentiality. Your personal details will not be shared outside of the complaints investigation process unless we have your explicit consent, or there is a legal obligation to do so.

7. Monitoring and Improvement

We monitor and track all complaints to identify any recurring issues. We value your feedback and are committed to using it to improve our services. Where appropriate, we will implement changes to prevent similar complaints in the future.

8. Contact Us

If you have any questions about this Complaints Policy or wish to make a complaint, please contact us at:

Mike	McKinley	Lettings	Ltd
Email:		mike@mikemckinley.co.uk	
Phone:		07359551271	
Website:	www.mikemckinley.co.uk		