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50, Severn Grove, CF11 9EN

Complaints Procedure

Purpose

Maison Cambria Limited are committed to delivering high-quality services in lettings, sales, and block management. We value feedback from our customers and consider complaints an opportunity to improve. This procedure outlines how we handle complaints to ensure they are resolved fairly and efficiently.

Definition of a Complaint

A complaint is any expression of dissatisfaction, whether verbal or written, about the service provided by our company. This includes concerns about our actions, lack of action, or the quality of the service received.

How to Make a Complaint

- By Post: Send your complaint to Bethany Johns, Maison Cambria Limited, 50 Severn Grove, Pontcanna, Cardiff, CF11 9EN.
- By Email: Email us at post@maison.wales.
- By Phone: Contact us by telephone during office hour (9:00am to 5:30pm) at 02920090700.

Please provide as much detail as possible, including your contact details, the nature of the complaint, relevant dates, and any supporting documents.

Our Complaints Handling Procedure

Stage 1: Acknowledgement

- We will acknowledge receipt of your complaint within 2-3 working days.
- A member of staff will be assigned to handle your complaint and will provide their contact details for further communication.

Stage 2: Investigation

- We will conduct a thorough investigation into your complaint, which may involve reviewing documents and consulting the staff involved.
- We aim to resolve complaints within 15 days of receipt. If a delay is expected, we will inform you promptly and explain the reason.

Stage 3: Response

- Once the investigation is complete, we will provide a written response outlining our findings, any actions taken, and our proposed resolution.
- If you are dissatisfied with the outcome, you may request a review by a senior manager. This request must be made within 14 days of receiving our response.

Stage 4: External Review

- If you remain dissatisfied after completing our internal complaints process, you have the right to refer your complaint to The Property Ombudsman (TPO). As a member of TPO, we are committed to following their Code of Practice, and they provide an independent and impartial service to resolve disputes.

You can refer your complaint to TPO within 12 months of receiving our final response. Please be mindful that by law unresolved cases must explicitly exhaust the internal complaints process before the TPO is contacted.

The Property Ombudsman [TPO] Contact details:

Email: admin@tpos.co.uk.

Telephone: 01722 333306.

Address: The Property Ombudsman, Milford House, 43-55 Milford Street, Salisbury, Wiltshire, SP1 2BP.

Escalation of Complaints

If a complaint is about the Complaints Manager, this will be escalated to the Managing Director for resolution. This ensures that all complaints are handled impartially and in accordance with our commitment to fairness and professionalism.

Confidentiality and Data Protection

All information relating to complaints will be handled in accordance with UK GDPR and the Data Protection Act 2018. This means that personal data will only be processed in the event that it is necessary for complaint handling or legal obligations

The company is registered with the Information Commissioner's Office (ICO), ensuring compliance with data protection regulations. Further emphasising that details will only be shared with those directly involved in the investigation and resolution of the complaint.

Continuous Improvement

We regularly review complaint outcomes to identify patterns and areas for improvement, helping us to enhance our services and prevent similar issues in the future.

Contact Us

If you have any questions about this complaints procedure, please contact our Complaints Manager at post@maison.wales or 02920090700.

This procedure demonstrates our commitment to addressing complaints fairly and professionally while continuously improving the services we offer.