

## Complaints Procedure

At Martin Brookes Estate Agents, we strive to provide the highest standard of service to all our clients and customers. However, if you feel dissatisfied with any aspect of our service, we welcome your feedback to address and resolve your concerns promptly and professionally.

### Step 1: Informal Resolution

If you have a concern or issue, please contact the relevant member of our team directly. Often, problems can be resolved quickly and informally at this stage.

- **Contact Options:**

- Phone: **02088055533**
- Email: **admin@martinbrookes.co.uk**
- In-person: **297 Hertford Road, Edmonton N9 7ET**

### Step 2: Formal Complaint Submission

If the matter is not resolved to your satisfaction informally, you can escalate it by submitting a formal complaint.

#### 1. How to Submit a Complaint:

- Email: Send your complaint to **admin@martinbrookes.co.uk**
- Post: Write to us at **297 Hertford Road, Edmonton N9 7ET**
- In-person: **297 Hertford Road, Edmonton N9 7ET**

#### 2. What to Include in Your Complaint:

- Your full name and contact details
- Details of the property or service involved
- A clear description of your complaint and the issue(s)
- Any relevant documents or evidence (e.g., correspondence, agreements)
- What you would like us to do to resolve the issue

#### 3. Acknowledgment:

- We will acknowledge your complaint in writing within **3 working days** of receiving it.

### **Step 3: Investigation and Response**

- Your complaint will be thoroughly investigated by a senior team member or manager who was not directly involved in the issue.
- We aim to provide a full written response within **15 working days**. If further time is required, we will inform you in writing with an updated timeline.

### **Step 4: Escalation to the Managing Director**

If you are not satisfied with the outcome of our investigation, you may request a further review by our Managing Director.

- Please address your request to:  
**Managing Director**  
**297 Hertford Road, N9 7ET or [admin@martinbrookes.co.uk](mailto:admin@martinbrookes.co.uk)**
- We will acknowledge your escalation within **3 working days** and provide a final response within **15 working days**.

### **Step 5: Independent Redress**

If, after our final response, you remain dissatisfied, you can escalate your complaint to our independent redress scheme:

- **The Property Ombudsman (TPO)**  
Website: [www.tpos.co.uk](http://www.tpos.co.uk)  
Phone: 01722 333306

You must refer your complaint to the TPO within **12 months** of receiving our final response.

### **Step 6: Professional Bodies**

For additional guidance, you may contact the following professional organizations, if applicable:

- **ARLA Propertymark (for lettings)**  
Website: [www.propertymark.co.uk](http://www.propertymark.co.uk)
- **NAEA Propertymark (for sales)**  
Website: [www.propertymark.co.uk](http://www.propertymark.co.uk)



### **Our Commitment**

We are committed to resolving complaints fairly, transparently, and in a timely manner. Your feedback is invaluable to us, and we use it to improve our services continuously.

### **Martin Brookes Estate Agents**

**Last Reviewed – 26<sup>th</sup> March 2025**