

Complaints Procedure

We commit to providing all clients with a professional service throughout your interactions with Maddox Noel. Sometimes things may not go as planned, and we aim to ensure that should this happen, your concerns are heard and we can work with you to find a resolution.

Our complaints policy lets you know what to do if you are unhappy, and the timescales for our response. All complaints are kept confidential and will be dealt with in a fair and unbiased way.

Stage One: Initial Complaint

In the first instance, please let us know what the issue is. You can do so by phone, in person, or in written form, by email or letter. Please provide any additional information or documentation relevant to the matter.

If you make your complaint in person, a member of our team will note all the details and confirm back that you are satisfied that all details have been captured.

When a complaint is made, a member of our team will conduct an investigation into the matter. We will collate as much information as possible and liaise with additional parties involved to establish all the facts.

When we receive your complaint, we will:

- Within three working days: Send you a written acknowledgement, this will outline who is responsible for the investigation.
- Within fifteen working days: Send a detailed response, informing you of the outcome of our investigation and a proposed resolution if appropriate.

If we need more time to resolve your concerns, you will receive a written explanation for the delay.

If we do not hear from you within eight weeks of our response, we will assume the matter has been resolved, and the complaint will be closed.

Stage Two: Escalation

If you feel your complaint has not been fully addressed, please let us know so we may look to resolve the matter for you. Any concerns will be acknowledged within three working days of receipt, and where possible your complaint will be passed to an alternative member of staff for consideration. A final viewpoint correspondence will be issued within fifteen working days of your escalated complaint.

If we are unable to respond to you within this timescale, we will contact you to let you know when we anticipate a resolution, and inform you of your right to appeal.



www.maddoxnoel.com



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If you are still not satisfied with the outcome, you have the opportunity to refer the matter to our independent redress scheme. Please be aware that you must refer your complaint to the redress scheme within 6 months of our final viewpoint correspondence.

Independent Redress Scheme

Our complaints procedure must be followed before our appointed independent redress scheme will consider your complaint.

For advice or help with making a complaint, you may call or write to:

Property Redress Scheme,
Premiere House,
1st Floor, Elstree Way,
Borehamwood,
Herefordshire,
WD6 1JH

Tel: 0333 321 0418 Email: info@theprs.co.uk Web: propertyredress.co.uk

Insurance Complaints Procedure

To comply with regulatory rules, if you have a complaint relating to insurance, these will be handled separately. Please report any issues by phone, in writing by letter or email, or in person where a member of our team will record the complaint, then confirm you are happy with the account taken.

We will acknowledge insurance related matters within five working days. Please allow up to eight weeks for us to issue a final response, although we aim to respond much sooner. If we are unable to provide a full response within four weeks of receiving your complaint, we will inform you of the reasons for the delay.

If you are dissatisfied with the outcome following our final response, you may refer the matter to the **Financial Ombudsman Service**:

Financial Ombudsman Service
Exchange Tower Harbour,
Exchange Square,
London,
E14 9SR

Tel: 08000 234 567 Email: complaint.info@financial-ombudsman.org.uk Web : financialombudsman.org.uk



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