

Complaints Procedure

Mava Living is a trading style of Primmer Olds UK Limited and Willis Commercial Limited. This document applies to both companies listed.

1. We have appointed Duane Walker as the firm's designated complaints handler. If you have a question or if you would like to make a complaint, please do not hesitate to contact him:

Duane Walker
Mava Living
3 West Links
Tollgate
Chandlers Ford
Hampshire SO53 3TG
Tel: 023 8021 3838
E-mail: dwalker@mavarealestate.co.uk

2. If you have initially made your complaint verbally – whether face to face or on the telephone – please also make it in writing, addressed to Duane Walker.

3. Once we have received your written complaint, Duane Walker will contact you in writing within 7 days. At this stage we will give you our understanding of your case. We will also invite you to make any further comments that you may have in relation to this.

4. Within 21 days of receipt of your written summary, Duane Walker will write to you, to inform you of the outcome of his internal investigation into your complaint and to let you know what actions we have taken or will take.

5. (a) If you are a **consumer and your complaint relates to surveying services** and remain dissatisfied with any aspect of our internal handling of your complaint we will refer your complaint to the Centre for Effective Dispute Resolution (CEDR), telephone 0207 520 3800 or application@cedr.com.

(b) If you are a **consumer and your complaint relates to residential agency (lettings agency, estate agency and property management)** and remain dissatisfied with any aspect of our internal handling of your complaint we will refer your complaint to The Property Ombudsman (TPO), telephone 01722 333306 or admin@tpos.co.uk. The website is www.tpos.co.uk. The Property Ombudsman Limited, Unit 159756, PO Box 7169, Poole, BH15 9EL. There is a twelve month timescale for referring complaints to TPO.

(c) If you are a **business** and remain dissatisfied with any aspect of our internal handling of your complaint we will refer your complaint to the RICS Dispute Resolution Service (DRS), 55 Colmore Row, Birmingham, B3 2AA. Telephone 0207 3343806 or drs@rics.org

Ref: Docs: COMPLAINT.PROCEDURE