



# Michael Cook Estate Agents Limited

24 Church Street  
Seaham  
County Durham  
SR7 7HQ

## Complaints Procedure

We are committed to providing a professional service to all our clients and customers. If things go wrong, we need you to tell us about them. This will help us to resolve issues as soon as possible and improve our service going forward.

If you have a complaint, please put this in writing (letter or email) to us. We will acknowledge receipt and respond in line with the timescales and stages set out below. The process should take no longer than 8 weeks.

We consider the needs of the individual and, where appropriate, make reasonable adjustments for consumers who might be disadvantaged because of factors such as their age, infirmity, disability, lack of knowledge, lack of linguistic or numeracy ability, economic circumstances, bereavement or do not speak English as a first language.

### Stage 1 – Your Complaint

Please put your complaint in writing either by letter or email and address it to our Branch Manager.

Please include as much detail as possible, including dates, names of any members of staff you deal with, and where you are able to enclose/attach any support evidence and forward to: Michael Cook Estate Agents Limited, 24 Church Street, Seaham, County Durham, SR7 7HQ  
Email: [ks@michaelcookestateagents.co.uk](mailto:ks@michaelcookestateagents.co.uk)

### Stage 2 – Our Acknowledgement

Your Complaint will be acknowledged within 3 working days of receiving your complaint and we will commence our complaints procedure.

### Stage 3 – Our Investigation

Your complaint will be investigated and our Branch Manager who will provide a formal written response within 15 working days of receiving your complaint addressing your specific complaint and proposing resolutions where appropriate.

### Stage 4 – Our Final Investigation

If you remain unhappy, your subsequent complaint will be investigated by Michael Cook, Managing Director within 15 working days of him receiving your subsequent complaint and he will provide a written response outlining our final position and proposing resolutions where appropriate.

Tel: 0191 933 2959 email: [enquiries@michaelcookestateagents.co.uk](mailto:enquiries@michaelcookestateagents.co.uk)

Company Registration Number 12430473

A list of Directors can be obtained from the above address

Registered Office: Unit 4 Lambton House, Newbottle Street, Houghton le Spring, Tyne and Wear, DH4 4AR



### **Stage 5 – The Property Ombudsman**

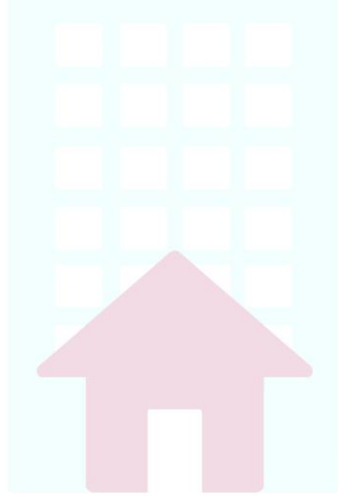
Should you remain dissatisfied after receiving our final viewpoint letter you can refer your complaint to The Property Ombudsman. You must refer your complaint to them within 12 months of the date of our final viewpoint letter.

Their address is:

The Property Ombudsman, Milford House, 43-55 Milford Street, Salisbury, SP1 2BP Tel: 01722 333306 [www.tpos.co.uk](http://www.tpos.co.uk) [admin@tpos.co.uk](mailto:admin@tpos.co.uk)

**If we have not addressed your complaint within eight weeks, you can refer your complaint to the Ombudsman**

**No charge will be made for any complaint we handle**



MICHAEL COOK  
*Estate Agents*

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