

Received 12.9.15.



Our Ref: C310774

9th September 2015

Mr J. R. Morris
Brock End RTM Company Ltd
15 Windsor Road
Swindon
SN3 1JP

Dear Mr Morris

RE: Brock End, Swindon - Final Complaint

I write further to your letter of 1st September 2015 addressed to Luke Sanders, which has been safely received at our offices.

I am sorry to note that you do not appear to have received the service from Mainstay that you should expect.

I have provided a copy of your letter to Richard Kirby, Regional Managing Director for London and the South East. Richard will review each point of concern raised within your letter and mobilise the relevant department to provide the information required.

Yours sincerely

Alex Billington
Property Support Services Coordinator
Mainstay Group Limited

Mainstay Group Limited

Whittington Hall, Whittington Road, Worcester, WR5 2ZX | Tel: 01905 357 777 | Fax: 01905 361 046
mail@mainstaygroup.co.uk | www.mainstaygroup.co.uk



Complaints Handling Procedure

Mainstay strives to offer the highest quality of service to all its clients. However, we recognise that issues do sometimes arise and in accordance with good practice we have set out in this document the steps that you should take in the event that you are dissatisfied with any aspect of our service.

In the first instance if you have a complaint against Mainstay or a member of its staff, then you should raise this with the relevant Property Manager for your site (details can be found on your customer portal) and/or in writing to the address below. Your Property Manager will endeavour to resolve it as promptly as possible.

Correspondence address: Mainstay Group Limited
Whittington Hall
Whittington Road
Worcester
WR5 2ZX

Email: customerservices@mainstaygroup.co.uk

In the event that you feel it necessary to take the matter further then you may do so by contacting the Regional Managing Director or Business Unit Director, in writing to the same address.

You should set out the nature and details of your concerns and copy in any relevant details and correspondence. The Regional Managing Director or Business Unit Director will endeavour to respond to written complaints within 5 working days of receipt and aim to fully resolve issues to the satisfaction of both parties within 28 days.

At this point if you feel the issue has still not been resolved or you have received a letter from us saying that we are no longer considering your complaint or that we cannot do anything further for you (sometimes referred to as a 'deadlock letter') then you may refer your complaint to the Ombudsman Service: Property.

This is the redress mechanism approved by the regulatory board of The Royal Institution of Chartered Surveyors (RICS) of which we are a member firm.

Ombudsman Service: Property provide a free and independent service and have been approved by the Office of Fair Trading (OFT) to run a redress scheme and can handle complaints about RICS members. Their role is to investigate complaints fairly by listening to both sides of the story and looking at the facts.

Their contact details are below:-

Correspondence address: Ombudsman Service: Property
PO Box 1021
Warrington
WA4 9FR

Telephone: 0330 440 1634 or 01925 530270
E-mail: enquiries@os-property.org
Website: www.ombudsman-services.org

Commercial Complaints

In the case of commercial property complaints, the procedure is as stated above; however, the right of redress would be to the RICS Dispute Resolution Service.

