

# MJ RENTAL LTD

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## **Complaints Procedure**

Tom Clarke & Co trading as MJ Rental Limited is committed to the highest standards of service and compliance. Each of our offices is bound by the Property Ombudsman's Code of Practice.

We understand that sometimes things can go wrong and if they do we are committed to resolving problems with the minimum of inconvenience.

Our complaints procedure has been structured to ensure that any concerns are dealt with as quickly and efficiently as possible. Should you require assistance with this process, please email us at [rory@mjprop.co.uk](mailto:rory@mjprop.co.uk). Whilst we cannot deal directly with your complaint, we are here to help.

**We have a standard procedure for handling complaints which is as follows:**

### **1. Making a complaint**

In the first instance your complaint should be directed in writing to the local Branch Manager. Your complaint will be acknowledged within 3 working days. The branch will conduct a full and thorough investigation and a full written response will be sent within 15 working days.

### **2. If you remain dissatisfied**

If you feel the matter remains unresolved you should write to the Director at our office explaining why you are unhappy with the response. The Director will conduct a comprehensive review of your complaint and will give a final viewpoint in writing within 10 working days.

### **3. Independent redress**

In the unlikely event that you are still dissatisfied then you may refer the matter to the Property Ombudsman at the following address:

The Property Ombudsman  
Milford House  
43-55 Milford Street  
Salisbury  
Wiltshire. SP1 2BP