



Milestone Global Resources Ltd.

Complaints Handling Procedure

Complaints Procedure

Milestone Global Resources Ltd 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 aim is to provide a first-class service and to do everything we can to ensure you are satisfied. If you feel that we have fallen short of this standard and you wish to complain, we ask that you first telephone the person who has been your contact and explain that you are dissatisfied with an aspect of the service you have received.

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 info@msgresources.co.uk.

If you still remain unhappy with the way your complaint has been dealt with then you should set out your complaint in writing to:

Milestone Global Resources Ltd
Suite 205, Island Business Centre
18-36 Wellington Street
London SE18 6PF

And/or by email: info@msgresources.co.uk.

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

Stage 1 - Making a complaint

In the first instance your complaint should be directed in writing either by letter or email and address it to the Milestone Global Resources Ltd Manager. Please include as much detail as possible, including dates, names of any members of staff you dealt with, and where you are able to enclosing/attaching any supporting evidence.

Stage 2 - Our Acknowledgement

Your complaint will be acknowledged within 3 working days of receiving your complaint and we will start our in-house complaints process.

Stage 3 - Our Investigation

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

Stage 4 - Our Final Investigation

If you remain unhappy, your subsequent complaint will be investigated and our compliance manager will provide a formal written response outlining our final position and proposing resolutions where appropriate within 15 working days of receiving your subsequent complaint.

Stage 5 - The Property Ombudsman

Should you remain dissatisfied after receiving our final viewpoint letter, you can refer your complaint to:

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

Tel No: 01722 333 306
Email: admin@tpos.co.uk
Website: www.tpos.co.uk

You must refer your complaint to the Property Ombudsman within 12 months of the date of our final viewpoint letter.

If we have not addressed your complaints within eight weeks, you can refer your complaint to the Ombudsman. No charge will be made for any complaint we handle.

