

Complaints Handling Guidance Leaflet



McHugh & Co: Complaints Handling Procedures

Here at McHugh & Co we pride ourselves on the level of customer service that we provide. In the event that you feel dissatisfied with our service and wish to make a complaint, you will need to follow our Complaints Handling Procedure (CHP), details of which can be found below:

Membership details

McHugh & Co is a member of The Property Ombudsman Scheme (TPOS)
By belonging to this organisation, we are required to follow strict professional standards.

Stage One – Partner – Christopher McHugh

We would request that you make your complaint in writing to a partner of the business. Upon receipt, we will acknowledge the complaint within 3 working days, and at this time enclose a copy of the company's Complaints Procedure. A full response will be issued within 15 working days with the outcome of our initial investigation.

Contact details:

- > Christopher McHugh
- > McHugh & Co, 71 Parkway, London, NW1 7PP
- > Telephone: 0207 485 0112
- > chris@mchughandcompany.co.uk

We aim to resolve all complaints during this initial stage. However, if you are still dissatisfied, you will need to progress your complaint through the Property Ombudsman Scheme.

Stage Two - The Property Ombudsman Scheme

Upon receipt of our Final Viewpoint letter, in the event that you remain dissatisfied, you may contact the Ombudsman.

The contact details for The Property Ombudsman Scheme are as follows:

Telephone: 01722 333 306, email: admin@tpos.co.uk, website: www.tpos.co.uk or post:
TPOS Complaints, Milford House, 43-55 Milford Street, Salisbury, Wiltshire SP1 2BP

Company Details:

McHugh & Co.
71 Parkway
London
NW1 7PP

Telephone: 020 7485 0112
Fax: 020 7485 3128

Point of contact: Mr Christopher McHugh
E-mail: chris@mchughandcompany.co.uk

McHugh & Co are a member of the Property Ombudsman.
The Property Ombudsman membership Number: D01683