

## Complaints Handling Procedure

In accordance with our commitment to providing a professional service to Clients, our internal Complaints Handling Procedure (CHP) is available for any client wishing to make a formal complaint about any of the services we provide.

We have appointed one of our main Board Directors, namely Mr Jason Williams, to deal with any client complaint and Jason can be contacted on 01792 361300, or at our office at 23 Chapel Street, Mumbles, Swansea, SA3 4NH, or at [mumbles@mallard-properties.co.uk](mailto:mumbles@mallard-properties.co.uk)

If you have made an initial verbal complaint, whether face-to-face or by phone, we would also ask that you put your complaint in writing, albeit in summary form at this stage, thus ensuring we are fully aware of the basis of your complaint.

Upon receipt of your written summary on the complaint, we will contact you in writing within 7-days to inform you of our understanding of the circumstances leading to your complaint. You will then be invited to make any further comments that you may have in relation to our response. Within 21-days of receipt of your written summary, we will write to you in order to inform you of the outcome of the investigation into your complaint and to let you know what actions have been or will be taken.

Whereas we will always endeavour to resolve any complaint to the client's satisfaction, if we cannot achieve a resolution then you will be provided with the opportunity to take your complaint to the Ombudsman whose contact details are as follows:

Centre for Effective Dispute Resolution (CEDR) at 70 Fleet Street, London EC4Y 1EU.

### Property Redress Scheme:

Premier House, 1st Floor, Elstree Way, Borehamwood, Herts, WD6 1JH.

Tel: 03333216418

Email: [info@theprs.co.uk](mailto:info@theprs.co.uk)

Website: [www.theprs.co.uk](http://www.theprs.co.uk)

### Business clients should contact:

CEDR Solve:

The International Dispute Resolution Centre, 70 Fleet Street, London, EC4Y 1EU.

Tel: 020 7536 6060

Fax: 020 7536 6061

Email: [info@cedr-solve.com](mailto:info@cedr-solve.com)

Website: [www.cedr-solve.com](http://www.cedr-solve.com)

Mallard Wales Ltd is a member of a client money protection scheme and our provider is RICS

Mallard Wales Ltd is a member of a Redress Scheme and the name of the Scheme is Property Redress Scheme



**RICS**

**PRS** Property Redress Scheme

**ZOOPLA**

**OnTheMarket**



**MAGGIE'S**  
Everyone's home of cancer care

**ISVA**  
INSTITUTION OF  
SOLICITORS  
PUTTING THE CLIENT FIRST