

## COMPLAINTS PROCEDURE (SALES)

Marina Life Homes Limited are committed to providing services and products of the very highest standards.

If you feel that we have not lived up to your expectations in any way, we would like to hear from you so that we can investigate matters which will also help us to improve our service.

### Stage One

Complaints should be directed to the relevant member of staff within the office.

In the first instance please give full details in writing, setting out the issues to the relevant member of staff at the branch office.

If you feel, after dealing with the relevant member of staff, that your complaint has not been resolved or should they have been directly involved in the matter pertaining to your complaint, you are invited to make a formal complaint in a written summary by e-mail to our Office Manager Maria Talley at [maria@marinalifehomes.co.uk](mailto:maria@marinalifehomes.co.uk) or by letter to Maria Talley, Office Manager, Marina Life Homes, 11 The Boardwalk, Port Solent, Portsmouth, Hampshire, PO6 4TP.

Please quote the individual member of staff and property address the complaint relates to.

Your complaint will be acknowledged within 3 working days of being received.

The Office Manager, Maria Talley will make contact with you to discuss the matter further prior to launching a full investigation. Upon completion of that investigation, you will be advised of the outcome in writing and within 15 working days of receipt of the written complaint.

### Stage Two

If, after receiving the response in Stage One, you feel that your complaint remains unresolved you may e-mail [rob@marinalifehomes.co.uk](mailto:rob@marinalifehomes.co.uk) to refer the matter to the Rob Barnett, Managing Director who will conduct a separate review of your complaint.

You will receive an acknowledgement within 3 working days and a final viewpoint letter within 15 working days of your complaint being received.

### Stage Three

Following Stage Two, should the matter still not be resolved to your satisfaction (or more than 8 weeks has elapsed since the complaint was first made) you can then refer it to either The Property Ombudsman (TPO) as below.

The steps outlined above must be completed in full before proceeding through this route.

|                                                                                                                                                                                                                                                                                                                                                             |                                                                                                                                                                                                                          |
|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <p><b>The Property Ombudsman (TPO)</b></p> <p>Milford House<br/>43-55 Milford Street, Salisbury, Wiltshire, SP1 2BP<br/>Email: <a href="http://www.tpos.co.uk">www.tpos.co.uk</a><br/>Telephone: 01722 333306</p> <p>Please note that any referral to The Property Ombudsman must be undertaken within 12 months of the complaint first being reported.</p> | <p><b>NAEA Propertymark</b></p> <p>Arbon House, 6 Tournament Court, Edgehill Drive,<br/>Warwick, CV34 6LG<br/>Email: <a href="http://www.propertymark.co.uk">www.propertymark.co.uk</a><br/>Telephone: 01926 496 800</p> |
|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|