

## Complaints Procedure

We at the the Peter Morgan Group are committed to providing the best service possible, and take all complaints seriously. If you are unhappy at any time please allow us the opportunity to rectify the issue by following the below process.

### Step 1. Informal Complaint / First Instance -

The initial process is to discuss your concern directly with the member of staff, they are the best person to be able to resolve your dissatisfaction. This can be done verbally. However should you not wish to discuss with that person, or feel that there is no resolution, you can proceed to step 2.

### Step 2. Furthering your complaint / HUB Leader

This is the first start of a formal complaint and will require you to put this in writing. This will be addressed to the relevant HUB leader, and will acknowledge receipt of this within 48 hours. Within your complaint you will need to include your grievance, along with the address and full details, including your contact information. An investigation will be held, and you will receive an outcome in writing 14 days from our acknowledgment of the complaint.

### Step 3. Sales Director - [djohn@petermorgan.net](mailto:djohn@petermorgan.net)

Should you not be satisfied with our reply, you can escalate the complaint along with your evidence to our Sales Director David John. You will receive acknowledgement within 48 hours, and receive an outcome in 14 days from our acknowledgement of the complaint.

### Step 4. Final Stage - [jonathan@petermorgan.net](mailto:jonathan@petermorgan.net)

Should you not be satisfied with our reply, your final escalation of the complaint is directly to our company director. We will confirm receipt of the complaint with 48 hours. You will need to provide David Johns response, alongside your evidence and a summary of why you disagree with the findings prior to this escalation. The reply from Peter Morgan Group will then be final with Jonathan. That will be the official stance of the company and you will receive that within 7 days.

### Step 5. Ombudsman - [admin@tpos.co.uk](mailto:admin@tpos.co.uk)

Peter Morgan Property Group are members of the Property Ombudsman (TPO) and adhere to their guidelines and best practice. We are also members of the Guild of Property Professionals and the subsequent Cambridgeshire Trading Standards. Failure to adhere to our complaints procedure could result in your complaint not being regarded or reviewed, and you will be redirected to follow the steps listed.

Should you have any questions before escalating a complaint feel free to contact any of the Peter Morgan Property Group hubs.

Thank You

Jonathan Morgan  
Director