

Complaints Procedure

At Machin Lane, we are committed to providing a high-quality, professional service to all our clients. However, if something does go wrong, we want you to let us know so that we can address the issue promptly and fairly.

We are a member of The Property Ombudsman (TPO) and follow their Code of Practice. Below is our step-by-step complaints procedure.

1. Complain Directly to Machin Lane

If you are unhappy with any aspect of our service, please raise the issue with us in writing in the first instance.

Address your complaint to the Branch Manager at:

Machin Lane Ltd
2B Cross Lane
Rochester
Kent
ME1 1RF

Alternatively, you can email us at: admin@machin-lane.co.uk

In your complaint, please clearly outline:

- The nature of your complaint
- The service or transaction it relates to
- What outcome you are seeking

We will acknowledge your complaint within 3 working days and provide a full written response within 15 working days of receipt. If we need more time to investigate, we will update you in writing and provide a final response no later than 8 weeks from the date we receive your complaint.

Please ensure you keep copies of all correspondence, including letters, emails, and any notes from phone conversations.

2. Escalate to The Property Ombudsman (TPO)

If, after receiving our final written response, you remain dissatisfied — or if 8 weeks have passed without resolution — you may escalate your complaint to our redress scheme, The Property Ombudsman (TPO).

The Property Ombudsman provides a free, impartial, and independent service for consumers.

TPO has the power to investigate complaints and, where appropriate, can award compensation.

Please note: complaints must be referred to TPO within 12 months of receiving our final written response.

You can contact TPO at:

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

■ 01722 333 306

■ www.tpos.co.uk

3. Other Options

If you are still unhappy after TPO's decision, you may wish to consider other options:

- Seek independent legal advice
- Contact Citizens Advice for guidance
- Contact your local Trading Standards office
- In some cases, you may choose to pursue the matter through the courts

Important Information

TPO cannot impose fines or act as a regulator, but they can order redress, including compensation.

It is important to provide evidence to support your complaint, such as contracts, emails, letters, or photographs.

TPO allows complaints to be made within 6 years of the event, or within 12 months of the agent's final response, whichever comes first.