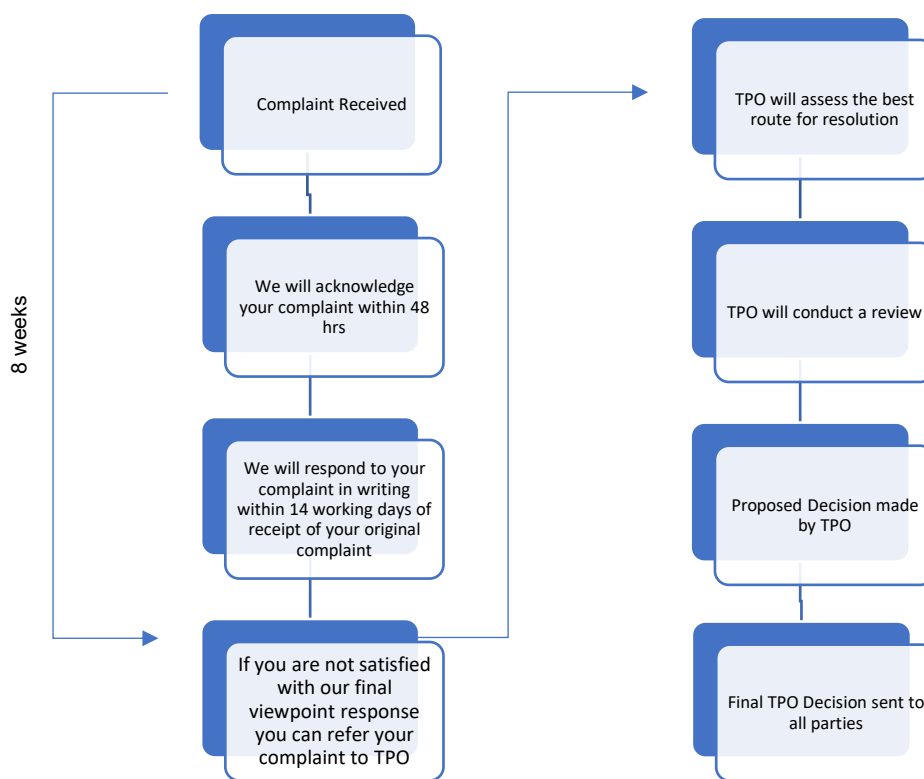


## Our Customer Complaints Procedure

We are a member of the Property Ombudsman Scheme (TPO) and aim to provide the highest standard of service to all our customers. To ensure that your interests are safeguarded, we have put into place a set process by which any raised complaints are handled; this allows us to handle any issues or concerns effectively and wherever possible, as soon as they are raised.

You may find below our guidance for making a complaint in relation to our services:

### Making a complaint



## **Stage One – Your complaint**

Please put your complaint in writing either by letter or email and address it to Company Director, MiMO Sourcing Limited, 9 Chestnut Gardens, Morley, Leeds, LS27 9LN. Please include as much detail as possible, including dates, names of any members of staff you dealt with, and where you can enclose or attach any supporting evidence.

Email: [sourcing@mimo-properties.co.uk](mailto:sourcing@mimo-properties.co.uk)

## **Stage TWO – Our Acknowledgement**

Your complaint will be acknowledged within 48 hrs, and we will start our in-house complaints process.

## **Stage THREE – Our Investigation**

Your complaint will be investigated, and David Burrow (Director) will provide a formal written response within 14 working days of receiving your complaint addressing your specific complaints and proposing resolutions where appropriate.

## **Stage FOUR – Final Viewpoint**

If you remain dissatisfied, you should contact us again and we will conduct a separate review to take place by Julia Burrow (Director (Ret.)) within 14 working days of receiving your request for a further review. This will outline our final viewpoint on the matter.

## **Stage FIVE - The Property Ombudsman Scheme**

After you have received our final viewpoint letter, if you are not satisfied with the proposed resolution, you may approach the TPO for an independent review. This review is free of charge. Details of how to do this are contained within the final viewpoint letter alongside a link to TPO consumer guide. This guide can be viewed using this link below.

<https://www.tpos.co.uk>

Please note that if you do wish to contact TPO, you must do so within 12 months of the date of the final viewpoint letter. It is also important to note that TPO will not consider your complaint until our internal complaints procedure has been exhausted.