



COMPLAINTS POLICY

Version 1.1

Complaints

We always try to deliver the best possible service we can for customers, but we recognise that sometimes, we don't always achieve this and meet their expectations. When something goes wrong, or they're not happy with the service they've received from us, we want to know about it; so that we can put it right and improve the way we do things in the future.

Equally, we'd love to hear examples of what we've done well too, so that we can continue and replicate it across all our services. You can give us your feedback over the phone, or by email.

How we define a complaint

We have adopted The Property Ombudsman's definition of a complaint, which is:

The Property Ombudsman (TPO) defines a complaint as a situation where a consumer believes that a property business (such as an estate or letting agent) has acted improperly or failed to meet expected standards. Specifically, complaints may relate to:

- Poor or incompetent service
- Infringement of legal rights
- Failure to follow the TPO Code of Practice or membership obligations
- Unfair treatment

How to Complain

Complaints can be made to Mack through the following channels:

Web: https://mackgroup.com/contact_MACK_Group.html

OUR COMPLAINTS PROCESS

Stage One

When we receive a complaint, we will log it and formally acknowledge it within 3 working days.

Wherever possible, we will try to resolve a complaint during the first contact with us, but if we need to investigate it, we will do so and provide a written response within 15 working days. If further work is required to resolve the complaint this will be planned with the complainant to resolve the matter within the 15 working days or as soon as reasonably practicable.

If we are unable to meet this timescale, we will let you know and keep you updated on progress.

Stage Two

If you are unhappy with our response at Stage One, you can request your complaint is escalated to Stage Two. At Stage Two a Senior Manager will acknowledge the dissatisfaction with the Stage 1 response within 3 working days.

They will then review the investigation at Stage One and your reasons for dissatisfaction. We aim to respond to Stage Two complaints with a “Final Viewpoint” outlining our position and proposing resolution where appropriate within 15 working days.

If we are unable to meet this timescale, we will let you know and keep you updated on progress.

Further Redress

Property Management Complaints

Where the complaint relates to issues about Mack’s business and services we provide, complaints can be further escalated to The Property Ombudsman (TPO).

If you continue to be dissatisfied with the outcome of our internal complaints process, you have the right to refer your complaint them. This must be done within 12 months from the date or

TPO Complaints Line: 01722 333306

TPO Website Complaint Link: [Make a complaint - The Property Ombudsman](#)

The TPO will not normally consider a complaint unless it has gone through all stages of our internal complaints process. They will not consider complaints over twelve months after the internal investigation was concluded, if the complaint is outside their remit or if they have previously issued a judgement on the complaint.

Lease and Service Charge Complaints

Where the complaint relates to the terms of the Lease and Service Charges, these can be pursued through the Government Tribunal Service, which can be accessed via the following link:

[First-tier Tribunal \(Property Chamber\)](#)

This site provides detailed information on:

- Types of disputes handled (e.g. leasehold, rent increases, land registration)
- Application forms and guidance
- Contact details for regional offices
- Tribunal decisions and procedures

Learning from complaints

We will use the lessons learned from complaints to try and improve what we offer to our customers. It's also important that we use the opportunity presented to us by complaint processing, to learn, improve and build confidence in our service. Effective complaints handling that drives service improvement is a high priority for us.

How we deal with feedback

- All customer enquiries or complaints are taken seriously and are investigated within our policy guidelines.
- Customers are made fully aware of our complaints process and timescales when they raise a complaint and are kept informed of progress through the duration of the complaint process.
- Mack aims to investigate and achieve resolution of a complaint at the earliest opportunity and where possible within the agreed service level agreements.
- When communicating, Mack will use jargon-free, plain language.
- All complaints are recorded and managed through Mack's customer contact management platforms.
- Mack will provide clear reasons for any decisions, referencing any relevant policy, law or good practice where appropriate in their outcome response.
- Mack will provide details of how to escalate a complaint at each stage of the process
- If a customer is not happy with the outcome of their complaint at stage two, they will be signposted to the appropriate Ombudsman service.

Keeping records

We will keep records of all customer contact, including complaints and the details of any investigation carried out so that we can deal objectively with complaints when they occur.

We will handle customers' information sensitively and in line with data protection legislation and will share all relevant information with The Property Ombudsman.

We will analyse complaints data and use feedback to improve our service to customers in the future.

STATUS BOX FOR POLICIES

| | |
|-----------------|-------------------|
| Name of Policy | Complaints Policy |
| QMS Reference | 1.01.01.05 |
| Owner | Tim Bradford |
| Date of Issue | 19/11/2025 |
| Date for Review | 18/11/2026 |

Complaints & Compliments**THIS POLICY APPLIES TO:**

All Mack Group Companies

It is the responsibility of Mack Group Management to comply with this policy.

Where an employee has questions about and/or needs clarification of any aspect of this policy, the employee should check with their line manager or a member of the senior management team. Where appropriate, training will be provided in the policy and procedure to ensure knowledge, compliance and best practice across the organisation.

This policy will be reviewed at least annually to ensure the organisation's policy and practices remain effective, are up to date with legislative and regulatory changes, reflect good practice and capable of supporting the organisation's objectives.



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