

NPT HUB

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Complaints Procedure

We at Peter Morgan are committed to providing the best service possible. Below is our complaints procedure should you wish to make a complaint.

Step 1: Informal Complaint / First Instance

The first step is to speak with a member of staff. This can be done informally, either by telephone or in person. The best person to speak with is the person who dealt with the matter you are concerned with, as they will be in the best position to put things right. Hopefully this will resolve the matter. However, if you do not wish to speak with that person, or you feel that the matter has not been resolved, then please ask to speak with the relevant Branch Manager for that branch.

Step 2: Furthering your complaint

If you remain dissatisfied, then please write to our Regional Manager, Lucy Howells at lucy@petermorgan.net informing her of your complaint. You will receive an acknowledgment of your correspondence within three working days. An investigation will be undertaken, and a formal written outcome will be sent to you within fourteen working days.

Step 3: Unhappy with Investigation Results

If you are still not satisfied, you may write to Mr Marc Howells our Lettings Director who will review the complaint. Following the conclusion of the investigation, a written statement will be sent to you within fourteen days.

Step 4: Escalated to the Managing Director

If you are still not satisfied that your complaint has been handled, this will be reviewed by The Managing Director Jonathan Morgan and this will be the final say on the matter.

Step 5: Contacting the Ombudsman

If you remain dissatisfied with the outcome of your complaint following our internal complaints procedure, you may contact the Ombudsman for Estate Agents, details below. Any such referral to the Ombudsman must be made within six months of our statement detailed in Step 3. Please note you need to complete our own internal complaints process before speaking to the Ombudsman.

The Property Ombudsman Limited

Milford House

43-55 Milford Street