

Complaints Procedure for The Lomond Agency Ltd (Trading as The Murray Agency)

At The Murray Agency, we strive to provide the highest level of service to our customers. If you are not satisfied with our services, we want to hear from you so we can address your concerns and make things right. This complaints procedure explains how you can raise a complaint with us and how we will handle your complaint.

Step 1: Raise Your Complaint

If you have a complaint about our services, please contact us as soon as possible by emailing enquiries@themurrayagency.co.uk. Please include your name, contact information, and a clear description of your complaint.

Step 2: Acknowledgment

We will acknowledge your complaint within 3 working days of receiving it. We will also provide you with the name and contact details of the person who will be handling your complaint.

Step 3: Investigation

We will investigate your complaint thoroughly and objectively. We may contact you for additional information or clarification during the investigation. We will aim to resolve your complaint within 10 working days of receiving it. However, if we need more time to investigate your complaint, we will let you know and provide you with an estimated timeframe for resolving it.

Step 4: Response

We will provide you with a written response to your complaint. Our response will explain the findings of our investigation and any actions we have taken or plan to take to address your concerns. If we determine that your complaint is justified, we will offer you appropriate redress, such as a refund or compensation.

Step 5: Escalation

If you are not satisfied with our response, you can escalate your complaint to our Managing Director, John Hughes, by emailing enquiries@themurrayagency.co.uk. Our Managing Director will review your complaint and provide you with a final response.

Step 6: External Complaints Handling

If you are still not satisfied with our response, you can escalate your complaint to a relevant external complaints handling body, such as The Property Ombudsman (<https://www.tpos.co.uk/>).