

71 Parkway  
Regents Park  
London NW1 7PP  
FAX: 020 7485 3128



OUR REFERENCE

YOUR REFERENCE

## Complaints Handling Guidance Leaflet

## **McHugh & Co: Complaints Handling Procedures**

Here at McHugh & Co we pride ourselves on the level of customer service that we provide. In the event that you feel dissatisfied with our service and wish to make a complaint, you will need to follow our Complaints Handling Procedure (CHP), details of which can be found below:

### **Membership details**

McHugh & Co is a member of The Property Ombudsman Scheme (TPOS)

By belonging to this organisation, we are required to follow strict professional standards.

### **Stage One – Partner – Christopher McHugh**

We would request that you make your complaint in writing to a partner of the business. Upon receipt, we will acknowledge the complaint within 3 working days, and at this time enclose a copy of the company's Complaints Procedure. A full response will be issued within 15 working days with the outcome of our initial investigation.

Contact details:

- > Christopher McHugh
- > McHugh & Co, 71 Parkway, London, NW1 7PP
- > Telephone: 0207 485 0112
- > Fax: 0207 485 3128
- > [chris@mchughandcompany.co.uk](mailto:chris@mchughandcompany.co.uk)

We aim to resolve all complaints during this initial stage. However, if you are still dissatisfied, you will need to progress your complaint through the Property Ombudsman Scheme.

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

Upon receipt of our Final Viewpoint letter, in the event that you remain dissatisfied, you may contact the Ombudsman.

The contact details for The Property Ombudsman Scheme are as follows:

Telephone: 01722 333 306, email: [admin@tpos.co.uk](mailto:admin@tpos.co.uk), website: [www.tpos.co.uk](http://www.tpos.co.uk) or post:  
TPOS Complaints, Milford House, 43-55 Milford Street, Salisbury, Wiltshire SP1 2BP

### **Company Details:**

McHugh & Co.  
71 Parkway  
London  
NW1 7PP

Telephone: 020 7485 0112  
Fax: 020 7485 3128

Point of contact: Mr Christopher McHugh  
E-mail: [chris@mchughandcompany.co.uk](mailto:chris@mchughandcompany.co.uk)

McHugh & Co are a member of the Property Ombudsman.  
The Property Ombudsman membership Number: D01683