

Complaints Procedure — May & CO. Management Limited

For complaints and general enquiries: info@mayandcomanagement.co.uk | 020 8459 9440

Scope & Purpose

May & CO. Management Limited aims to deliver a professional and high-quality service at all times. However, if you are dissatisfied with any aspect of our service, you have the right to make a complaint. This procedure explains how to raise a complaint internally with us, how it will be handled, and what steps to take if you remain dissatisfied. As a member of The Property Ombudsman (TPO), we are committed to following their Code of Practice and complaints handling requirements.

How to Make a Complaint

1. Submit Your Complaint in Writing

Please send your complaint in writing by email to info@mayandcomanagement.co.uk or by post. Include a clear description of your complaint, including dates, names, and key details, the outcome you are seeking, and any supporting documentation or evidence (copies only). Please include your full contact details and property address.

2. Acknowledgement

We will acknowledge receipt of your complaint within **3 working days** of receiving it.

Our Internal Complaints Process

Stage	Handled By	What Happens	Timescale
Stage 1	Property Manager	The property manager who has been dealing with your matter will review and respond to your complaint.	Within 15 working days of acknowledgement.
Stage 2	Executive Assistant	If you are not satisfied with the initial response, you may refer your complaint to our Executive Assistant for further review.	Within 15 working days of receiving your Stage 1 outcome.
Stage 3	Directors	If the issue remains unresolved, it will be escalated to one or more of our Directors for a final internal decision.	Within 15 working days of receipt at Stage 3.
Final Viewpoint Letter	Directors	Following the Directors' review, you will receive a Final Viewpoint Letter confirming our final position on the matter.	Within Stage 3 timescale.

If we are unable to meet these timescales due to the complexity of the complaint or other factors, we will inform you in writing and provide an updated response date. If 8 weeks have passed since your original complaint and you have not received a final response, you may refer your complaint to The Property Ombudsman directly.

If You Are Still Dissatisfied

If you remain unhappy after receiving our final viewpoint letter, or if 8 weeks have passed since your initial complaint, you may refer the matter to The Property Ombudsman (TPO).

Contact Details:

The Property Ombudsman

Milford House, 43-55 Milford Street, Salisbury, Wiltshire, SP1 2BP

Website: www.tpos.co.uk

Email: info@tpos.co.uk

Telephone: 01722 333306

You must refer your complaint to The Property Ombudsman within 12 months of receiving our final viewpoint letter. The Ombudsman will consider your complaint only if you have followed our internal procedure and the issue is within the scope of their Terms of Reference.

Company Details

May & CO. Management Limited

Trading Address: 383 High Road, London, NW10 2JR

Registered Office: 505 Pinner Road, Harrow, HA2 6EH

Email: info@mayandcomanagement.co.uk

Telephone: 020 8459 9440

Additional Information

- There is no charge for making a complaint or for using this procedure.
- We encourage written complaints as early as possible to allow prompt investigation.
- We aim to learn from complaints and improve our services accordingly.
- We will cooperate fully with The Property Ombudsman should your complaint be referred to them.