

Complaints System and Policy

E M & F want to offer our customers the very best service possible; any complaint regarding an aspect of our service is taken seriously, our complaints procedure is set out below.

Making a complaint

If you have a complaint about the service you have received, in the first instance please write or send an email to your local office.

When you make your complaint

Complaints will be referred to the person in charge of your regional office.

We will always acknowledge receipt of your complaint within 7 working days and issue a full response (or if that is not possible, provide you with an update) within 28 working days. In some instances your complaint may take longer than this to investigate, if so we will write to you to inform you of our progress.

Escalating your complaint

If your complaint has not been resolved within the specified time frame, or if you are unhappy with the way in which we have dealt with your complaint, please contact the E M & F Group Managing Director at Head Office:

Mrs Kathie Carr
Group Managing Director
E M & F Group Limited
3 Cornhill
Ottery St Mary
Devon
EX11 1DW

email: kathiecarr@emfgroup.com

Referring a complaint

In the event that we have been unable to satisfactorily resolve your complaint and you wish to seek advice from a third party, the following organisation can assist depending upon the nature of your complaint:

The Property Ombudsman of which this firm is a member

www.ombudsman-services.org/contact-us-property.html