

Complaints Procedure

We take complaints seriously and aim to resolve issues quickly and fairly.

1. **Raising a complaint**
Please email **mark.stern@marksternproperty.co.uk** with details of your complaint.
 2. **Acknowledgement**
We will acknowledge your complaint within **3 working days**.
 3. **Investigation**
We will review the matter in detail and may contact you for further information.
 4. **Response**
A full written response will be provided within **15 working days**. If we require longer, we will update you on progress.
 5. **Escalation**
If you are not satisfied, you may refer your complaint to **The Property Ombudsman**, of which we are a member.
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Website Terms of Use

By accessing and using this website, you agree to the following terms:

- The content is for **general information only** and is not intended as professional advice.
 - Property details are provided in good faith but may be subject to errors, omissions, or changes.
 - You must not misuse this website, including attempting to introduce viruses or harmful material.
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 - We reserve the right to update these terms without notice.
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Disclaimer

- Property particulars are prepared in good faith but do not form part of any contract.
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