

Occupier Complaint Policy

At M&G Real Estate we are committed to dealing with both existing and prospective occupiers and suppliers in a fair and professional manner at all times.

If you are dissatisfied with the service that you have received then we encourage you initially to discuss your concerns with your usual point of contact, who is ordinarily best placed to resolve the matter quickly and satisfactorily.

If you remain unhappy with the outcome, then please provide details of your complaint in writing (by letter or email) to M&G Real Estate's Customer Relationship Management Team at the contact details below:

Huanita Wallace
Associate Director: Customer Relationship Management
M&G Real Estate
10 Fenchurch Avenue
London EC3M 5AG

Email: customerservice@mandg.com

Upon receipt we will:

- Acknowledge your letter or email, within two business days of receipt.
- Investigate your complaint and keep you regularly updated.
- Provide a written response to your complaint within a further 10 working days or notify you if an additional period is required.

If you are unhappy with the progress or outcome that you receive then you are able to request a review by a senior manager.