# Mylako Limited
## Complaints Handling Procedure

This note sets out the procedure that Mylako Limited will adopt in the event that it receives a complaint:

1. Mylako Limited has appointed Michael Kohn BSc MSc MRICS, a Director of the company, to deal with all complaints.

In the first instance, all queries and complaints should be addressed to him at Mylako Limited, 16 Upper Woburn Place, London, WC1H 0AF or via email michael.kohn@mylako.com

2. If the initial complaint was made verbally – whether face-to-face or on the telephone - please also make it in writing and address it to Michael Kohn.

3. Once Mylako Limited receives the written complaint, Michael Kohn will respond to the letter in writing within 14 days. The written response will contain an outline of the case, as well as invite any further comments that you may have in relation to the complaint.

4. Within 21 days of receipt of your written summary, you will receive a written response from Michael Kohn which will inform you of the outcome of any internal investigation into the complaint, and to inform you of the proposed action that will be taken.

5. If you remain dissatisfied with any aspect of the internal handling of the complaint, you can refer your complaint to the following:

- **For Consumers Clients**

Property Redress Scheme is free to consumers and can consider any consumer complaints.

Property Redress Scheme
Premiere House
1st Floor
Elstree Way
Borehamwood
WD6 1JH

Tel: 0333 321 9418
Email: info@theprs.co.uk

- **For Commercial Clients**

The Centre for Effective Dispute Resolution (CEDR) offers a business to business redress mechanism.

Centre for Effective Dispute Resolution
International Dispute Resolution Centre
70 Fleet Street
London
EC4Y 1EU

Tel: +44 (0)20 7536 6000
Fax: +44 (0)20 7536 6001
Email: info@cedr.com