

DANVERS ESTATE AGENTS – COMPLAINTS PROCEDURE

At Danvers Estate Agents delivering high quality service is very important to us. If you feel that our service has fallen short this is our complaints procedure which sets out how to make a complaint, how we will deal with it and how you may refer matters to The Property Ombudsman if you are not satisfied with our response.

Stage 1 – Initial Complaint

Please send your complaint (in writing or by email) to the Lettings Area Manager, Mr Marc West. In your complaint please include: your contact details the nature of your complaint (with dates and names) and what resolution you are seeking.

We will acknowledge your complaint within 3 working days and aim to provide a full response within 14 working days. If additional time is needed we will notify you and indicate when you may expect a reply.

Stage 2 – Escalation to a Director

If you are not satisfied with the response at Stage 1 you may escalate the complaint to a Director, Mr Mahul Mehta citing your reasons for dissatisfaction. We will provide a final response (our “final viewpoint”) within 14 working days of your escalation.

Referral to The Property Ombudsman (TPO)

If you are not satisfied with our final viewpoint or if we have not resolved your complaint within 8 weeks you may refer your complaint to TPO.

Their contact details are:

- Phone: +44 (0) 1722 333306
- Email: admin@tpos.co.uk
- Website: www.tpos.co.uk

- **The Property Ombudsman**

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