

DANIELS ESTATE AGENTS

IN-HOUSE COMPLAINTS PROCEDURE

We are committed to providing a professional service to all our clients and customers. When something goes wrong, we need you to tell us about it. This will help us to improve our standards.

If you have a complaint, please put it in writing, including as much detail as possible. We will then respond in line with the timeframes set out below (if you feel we have not sought to address your complaints within eight weeks, you may be able to refer your complaint to the Property Ombudsman to consider without our final viewpoint on the matter).

What will happen next?

- We will send you a letter acknowledging receipt of your complaint within three working days of receiving it, enclosing a copy of this procedure.
- We will then investigate your complaint. This will normally be dealt with by the office manager who will review your file and speak to the member of staff who dealt with you. A formal written outcome of our investigation will be sent to you within 15 working days of sending the acknowledgement letter.
- If, at this stage, you are still not satisfied, you should contact us again and we will arrange for a separate review to take place by a senior member of staff.
- We will write to you within 15 working days of receiving your request for a review, confirming our final viewpoint on the matter.

If you remain dissatisfied, you can then contact The Property Ombudsman to request an independent review:

**The Property Ombudsman Ltd
Milford House
43-45 Milford Street
Salisbury
Wiltshire
SP1 2BP**

01722 333 306

www.tpos.co.uk

Please note the following:

You will need to submit your complaint to The Property Ombudsman within 12 months of receiving our final viewpoint letter, including any evidence to support your case.

The Property Ombudsman requires that all complaints are addressed through this in-house complaint's procedure, before being submitted for an independent review.

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Wembley:

438 High Road, Wembley, Middlesex HA9 6AH
wembley@danielsestateagents.co.uk
020 8900 2811

Neasden:

352 Neasden Lane, Neasden, London NW10 0AD
neasden@danielsestateagents.co.uk
020 8452 7000

Sudbury:

35 Court Parade, East Lane, Sudbury, Middlesex HA0 3HS
sudbury@danielsestateagents.co.uk
020 8904 4888

Willesden Green:

33 Walm Lane, Willesden Green, London NW2 5SH
willesdengreen@danielsestateagents.co.uk
020 8452 7000

Kensal Rise:

77 Chamberlayne Road, Kensal Rise, London NW10 3ND
kensalrise@danielsestateagents.co.uk
020 8969 5999

