

COMPLAINTS PROCEDURE

Introduction

We are committed to providing a high standard of service to every customer, every time, however you contact us. We do recognise however, that occasionally we will not live up to your expectations or our promises.

Your comments are important. Not only do they allow us to improve our individual service to you, but they also help us to enhance our products and services in general, making life easier for everyone who uses them. So, if you have reason to suggest how we could have served you better, please do let us know.

If you have a complaint about any aspect of our service, then we would like to hear from you.

You can contact us by phone: 020 8897 1688, or by posts: Suite B2 Sovereign Court, 635 Sipson Road, West Drayton, Middlesex, UB7 0JE, or e-mail info@charrisondavis.co.uk.

Please direct your complaint to the staff member associated in the first instance, however if this does not resolve it, you also have the option to contact myself (Miss Kate Rogers, using the contact information above).

Information you need to provide

To help us investigate and resolve the problem as quickly as possible, please provide the following information:

- Your name and address
- Clear description of your concern or complaint
- Details of what you would like us to do to put it right
- Copies of any relevant documents, such as letters or policies
- A daytime telephone number and contact details where we can contact you

How we will handle it

We will try to resolve your complaint immediately, and with the minimum of inconvenience to you. The first step is for us to be clear on what the problem is, and to identify with you what we can do to put it right. To assist with this the more information, you can give the better.

Sometimes we will not be able to solve the problem with you "on the spot". If we are unable to resolve your complaint by the following business day, and if we have not already contacted you to agree our proposal for resolving it, we will:

- Send an acknowledgement of your complaint in writing within 3 working days
- Confirm who will handle your complaint, and how you can contact them. On occasions, to ensure that your complaint is reviewed by the most appropriate person, this may not be the person to whom you complained initially.

If your complaint is particularly complex in nature, we will seek to keep you informed of the progress we are making as our investigations continue. We will aim to resolve your complaint within 5 working days initially but if this is not possible, we will agree a timeframe with you which is no greater than 20 working days,

We aim to resolve all complaints as quickly as possible, and to the complete satisfaction of our customers. If, for whatever reason, you are not satisfied with the outcome of your complaint, you should get in touch directly with us. I will then seek to resolve the issue within a further 7 working days.

If you are dissatisfied with our response, you can take your complaint to our accreditation body (The Property Ombudsman), their contact information is detailed below for your information.

The Property Ombudsman
Unit 159756
PO Box 7169
Poole
BH15 9EL

Tel: 01722 333306
Email: admin@tpos.co.uk

T: 020 8897 1688

E: info@charrisondavis.co.uk

W: www.charrisondavis.co.uk

A: Suite B2 Sovereign Court, 635 Sipson Road, West Drayton, UB7 0EW