

Version 2 2024

Review July 2026

Complaints Procedure (review July 2026)

David Davies Sales & Lettings is a member of the 'Property Redress Scheme' for both our Sales & Lettings Department.

We are also a member of the National Association of Estate Agents. (www.propertymark.co.uk)

Our aim is to provide a consistent high standard of service throughout a customer's experience of our company. However, we also recognise there are occasions when our service may slip below our expected standard.

At this time, we aim to investigate the complaint and take the necessary steps to rectify our errors and bring the matter to an acceptable conclusion.

The procedure to raise a complaint is as follows:

Step One:

In the first instance, a complaint should be made in writing to the Manager of the department you have been dealing with.

Currently our managers are as follows:

Office Managers: Laura Swift

The Manager handling your matter will write to acknowledge your communication within 3 working days. They will immediately investigate the matter and aim to bring this to a satisfactory resolve within 14 days.

Step Two:

Should the response receive not bring the matter to a satisfactory close, then you can request the matter to be elevated to the Managing Director (adam.cotham@daviddaviesestateagent.co.uk) or Chairperson (paula@daviddaviesestateagent.co.uk). Who will investigate the matter further and respond in writing within 14 days of the matter being referred to them.

Step Three:

Should you feel the matter remains unresolved following a response from the MD or Chairperson, then you are able to refer the matter to 'The Property Redress Scheme' to which we are members of.

Please be advised the following steps must have been taken:

- You have written to complain about the matter and allowed a minimum of 8 Weeks for a response
- You have not received a response after 8 weeks or you are unhappy with the response you have received; your complaint must be made to the Property Redress Scheme (theprs.co.uk) within 6 months of your last communication. Contact email: info@prs.co.uk

www.daviddaviesestateagent.co.uk

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