

COMPLAINTS PROCEDURE

This note sets out the procedure we will follow in dealing with any client complaint:

1. We have appointed

Claire Fuller
Davies Property Partners
8 High Street
Cobham
Surrey
KT11 3DY

Tel: 01932 588288

e-mail claire@daviespp.co.uk

to deal with complaints. If you have any queries or if you would like to give the company any form of feedback about the service standards you have experienced, then please don't hesitate to contact them. If you have initially made your complaint verbally – whether face-to-face or on the phone – please also confirm it in writing, addressed to Claire Fuller.

2. Once we have received your written complaint, Claire Fuller will contact you in writing within three working days. At this stage we will give you our understanding of your case. We will also invite you to make any further comments that you may have in relation to this.
3. Within fifteen working days of their acknowledgement letter, Claire Fuller will write to you; to inform you of the outcome of their internal investigation into your complaint and to let you know what actions we have taken or will take.
4. If you are dissatisfied with any aspect of our handling of your complaint, or the outcome of our internal investigation, you should refer to The Managing Director of our Parent Company, GGC Residential Ltd, Gareth Davies at 8 High Street, Cobham, Surrey, KT11 3DY Tel: 01932 588288 who will personally conduct a separate review of your complaint and contact you within fifteen working days to inform you of the conclusion of this review.
5. Alternatively, if you remain dissatisfied with any aspect of our handling of your complaint, then the matter can be referred to The Property Ombudsman, Unit 159756, PO Box 7169, Poole, BH15 9EL (Tel: 01722 333306) www.tpos.co.uk. Please note that you will need to submit your complaint to The Property Ombudsman within twelve months of receiving our final viewpoint letter, including any evidence to support your case. Additionally, conduct issues can be referred to Propertymark, Tel: 01926 496 791 Email: complaints@propertymark.co.uk Website: www.propertymark.co.uk/professional-standards/complaints

Davies Property Partners

Davies Property Partners is the trading name for the following companies registered in England with branches in Claygate, Cobham and Hinchley Wood;
Gascoignes Residential (Claygate) Ltd: Company No. 4631365, Gascoignes Residential (Cobham) Ltd: Company No. 4509434, Gascoignes Residential (Woking) Ltd: Company No. 4436651, Gascoignes Property Services Ltd Company No. 04352301 and GGC Residential Ltd Company No. 13230873. Registered Office: Ground Floor, Egerton House, 68 Baker Street, Weybridge, KT13 8AL. VAT No: 902195544