DUNCAN PERRY ESTATE AGENTS LIMITED and DUNCAN PERRY (POTTERS BAR) LIMITED ARE MEMBERS OF THE PROPERTY OMBUDSMAN

The Property Ombudsman
Unit 159756
P O Box 7169
Poole
BH15 9EL

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admin@tpos.co.uk

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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 and address this to Mrs T Perry, Director. Email to: teresa@duncanperry.co.uk or send by post to 79 Bradmore Green, Brookmans Park, Herts AL9 7QT. 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 confirmation acknowledging receipt of your complaint within three working days of receiving it, enclosing a copy of this procedure.

- We will then fully investigate your complaint. This will be carried out by a Director of the Company and 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 different Director of the Company.

- 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 are still not satisfied after the last stage of the in-house complaint procedure (or more than 8 weeks has elapsed since the complaint was first made) you can request an independent review from The Property Ombudsman without charge.

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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