



Davies Craddock Estate Agents
4-8 John Street, Llanelli SA15 1UH
Sales : 01554 779412 Property Management : 01554 779440
estates@dcestates.co.uk

www.daviescraddock.co.uk

Complaints Procedure

Davies Craddock aim to provide all our clients with a first-class service. If you feel that we have not delivered the service that you expect or you are concerned with the service provided, we would like the opportunity to put things right.

Davies Craddock are committed to dealing effectively and efficiently with any complaints that are presented.

The Complaints Process

The following procedures have been established to ensure that your complaint is handled fairly, effectively, consistently and promptly.

-  Your complaint will be logged and acknowledged promptly.
-  We investigate the complaint ensuring a record of our findings is retained.
-  We will keep you informed of the progress and notify you of the outcome of our investigation together with any resolution or if the investigations are still ongoing, our reasons as to why.
-  Within 8 weeks of receipt of your complaint, we will issue you with a final response.

Who to contact

In the first instance you should direct any complaints to the Head of Estates

Mr. Christopher Folkard

4-8 John Street

Llanelli

SA15 1UH

Tel: 01554 779422

Email: christopher@dcestates.co.uk

If you still remain dissatisfied after we have investigated your complaint using our complaints process, you can refer your complaint to the following:

The Property Ombudsman

Milford House

43-45 Milford Street

Sailsbury

Wilshire

SP12BP

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



VAT No. 431 7897 27



TPO NO. - NOO 374



RSW NO. # LR - 97125 - 76736

