Davies Craddock Estates

COMPLAINTS PROCEDURE

Davies Craddock Estates 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 Estates 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 willinvestigate 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 on going and 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
18 Murray Street, Llanelli, SA15 1DZ.
Tel: 01554 779442
Email: christopher@dcestates.co.uk

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

The Property Ombudsman
Milford House, 43-45 Milford Street, Sailsbury, Wilshire, SP1 2BP
Tel: 01722 333306
Email: admin@tpos.co.uk

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rightmove · ZOOPLA · OnTheMarket