

## Customer Complaints Procedure

### Our Commitment

At DBK Estate Agents we are committed to providing the highest standard of service to our clients and customers. We hope that you will never have cause for complaint, but if something does go wrong, we want to hear about it. We treat every complaint seriously, we aim to resolve concerns quickly and fairly, and we use the feedback we receive to improve our service.

This document explains how to raise a concern or make a formal complaint, how we will deal with it, and what you can do if you remain dissatisfied once our internal complaints procedure has been completed. We are members of the Property Redress Scheme, a government approved redress scheme for property agents, and this procedure is operated in line with the Scheme's published Conditions of Complaints.

### Stage 1 – Speaking to us first

In the first instance, we encourage you to raise your concern with the member of our team who has been dealing with your matter, or with the relevant branch. Many issues can be resolved quickly and informally at this stage. If you would prefer to speak to us, you are welcome to call us on 0208 570 4747.

### Stage 2 – Making a formal complaint

If your concern has not been resolved to your satisfaction, or if you would prefer to make a formal complaint from the outset, please put your complaint in writing and address it to our complaints handler:

Head of Operations

Sharan Gill

DBK Estate Agents, 36 Bath Road, Hounslow, TW3 3EB

Telephone: 020 8570 4747

Email: [sharan@dbkestates.com](mailto:sharan@dbkestates.com)

Please include:

- Your full name and contact details.
- The property address (where applicable).
- A clear summary of your complaint, including relevant dates and the names of any staff members involved.
- Copies of any supporting documentation or evidence.
- The outcome you are seeking.

Once we receive your complaint, we will:

- Acknowledge receipt of your complaint in writing within 3 working days.
- Investigate your complaint thoroughly, fairly and impartially.

- Aim to provide a full written response, setting out our findings and any proposed resolution, within 15 working days of acknowledging your complaint.
- Keep you informed if additional time is required to complete our investigation, explaining the reason for the delay and providing an updated timescale.

### Stage 3 – Asking for a review

If you remain dissatisfied with our Stage 2 response, you may request a final internal review. Please write to us within one month of the date of our response, explaining why you remain dissatisfied and provide any additional information you would like us to consider. Your complaint will be reviewed by another Director who has not previously been involved in the matter, where possible.

Following our review, we will issue our Final Viewpoint Letter within 15 working days, wherever reasonably possible. The Final Viewpoint Letter will set out our final findings and, where appropriate, any actions we propose to take to resolve the matter. This marks the completion of our internal complaints procedure.

### Referring Your Complaint to the Property Redress Scheme

If you remain dissatisfied after receiving our Final Viewpoint Letter, or if more than 8 weeks have passed since your formal complaint was first received and the matter remains unresolved, you may refer your complaint to the Property Redress Scheme (PRS) for an independent review. Complaints should normally be referred to the Property Redress Scheme within 12 months of the date of our Final Viewpoint Letter. There is no charge for referring your complaint to the Property Redress Scheme. You can contact the Property Redress Scheme at:

Property Redress Scheme (PRS)

Limelight, 1st Floor, Studio 3, Elstree Way, Borehamwood, WD6 1JH

Telephone: 0333 321 9418

Email: [info@propertyredress.co.uk](mailto:info@propertyredress.co.uk)

Website: <https://www.propertyredress.co.uk/>

### Confidentiality

We will handle your complaint fairly, impartially and confidentially in accordance with our Privacy Policy and applicable data protection legislation.