



JAMES·DEAN

THE ESTATE AGENTS

Complaints Handling Procedure for James Dean The Estate Agents

If you have a complaint, then this note sets out the procedure which we will follow in dealing with that complaint.

1. We have appointed David James to deal with your complaint. If you have a question or if you would like to make a complaint, please don't hesitate to contact him.
2. If you have initially made your complaint verbally whether face to face or over the phone please also make it in writing, addressed to Mr David James. This is to ensure that we fully understand exactly what your complaint is and have a written record of it.
3. The first stage of our complaints handling procedure will involve full consideration of your complaint by David James on behalf of the firm. We will try to resolve the complaint to your satisfaction. If you are happy with the outcome of David James investigation into your complaint, the matter will conclude.
4. Once we have received written summary of the complaint, we will contact you in writing within seven days to inform you of our understanding of the circumstances leading to your complaint. You will be invited to make any comments that you may have in relation to this.
5. Within twenty-one days of receipt of your written summary, David James will write to you, in order to inform you of the outcome of the investigation into your complaint and let you know what actions have been or will be taken.
6. If we cannot agree as how to resolve the complaint then you have the opportunity to take your complaint to the final stage of our complaints handling procedure. We agree to the referral of your complaint to the Property Ombudsman 55 Milford St, Salisbury SP1 2BP. Tel: 01722 333306
7. For Business disputes we will follow the same procedure except the final stage which will be dealt with by the RICS Dispute Resolution Service.

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