

COMPLAINTS PROCEDURE

STEP 1

We would ask that in the first instance you speak to the negotiator concerned to see if the issue can be resolved.

STEP 2

We would ask that you speak with one of the Directors of Daniel Rose Residential Ltd, whose names appear at the bottom of this notice.

STEP 3

We would ask that you put your complaint in writing and send it to:

Daniel Rose Residential Ltd
99 White Lion Street, London N1 9PF

Your complaint will be acknowledged within three working days of receipt. An internal investigation will take place and the outcome will be sent to you in writing within 15 working days with a final view of our position.

STEP 4

In the unlikely event you are still dissatisfied; we would ask that you refer your complaint to The Property Ombudsman.

Once The Property Ombudsman have written to us, we shall confirm in writing what your complaint is and what actions (including any offers) have been taken to resolve the complaint.

PLEASE NOTE THAT FROM THE DATE OF OUR FINAL LETTER YOU ARE ENTITLED TO REFER THE MATTER TO THE PROPERTY OMBUDSMAN WITHIN SIX MONTHS FOR A REVIEW

The Property Ombudsman:
Milford House, 43-55 Milford Street, Salisbury, Wiltshire SP1 2BP
Telephone 01722 333306