

Residential Estate Agency – Sales, Lettings & Management

Making a Complaint

Information for Customers

Dutch & Dutch is a member of The Property Ombudsman (TPOS) and as such aims to provide the highest standards of service to all our customers. To ensure that your interests are safeguarded, we have a Complaints Process in place. The aim of this process is to resolve any issues or concerns as quickly as possible, although in the majority of cases we hope that matters such as these are resolved at branch level.

Stage One – Relevant Member of Staff

All complaints should, in the first instance, be directed to the Member of Staff with whom you have been dealing. He or she will endeavour to resolve your complaint immediately, and no later than five working days after the first notification.

Stage Two - Director

If you remain dissatisfied, you may then further your complaint, which must be in writing, to the Director responsible; the relevant Staff Member can supply you with the details of the appropriate person. They will acknowledge your complaint within three working days of receipt of your letter and provide you with a full written response within 15 working days.

Stage Three - The Property Ombudsman

After you have received a response from the Director, you may approach the Ombudsman if you are not satisfied with the response given. Details of how to do this are contained within the final viewpoint letter, The Property Ombudsman Consumer Guide or online at <http://www.tpos.co.uk>. Please note that you must do so within six months of the date of the final letter from the Director. The Property Ombudsman will not consider your complaint until our internal complaints process has been completed.

174 West End Lane, West Hampstead, London, NW6 1SW
t 020 7794 0075 | f 020 7794 7804 | www.dutchanddutch.com