



DEVON ROSE ESTATES LIMITED

COMPLAINTS PROCEDURE

Devon Rose hope that clients and tenants are satisfied with the communications that take place between us and with the services provided on behalf of our clients. We do recognise however that there may be times when things go wrong and, if you are unhappy with any aspects of the service, we encourage you to use this complaints procedure.

We will endeavour to deal with your complaint promptly, efficiently and in a fair manner considering relevant legislation, codes of practice, legal contracts, and the boundaries of our delegated authority.

Initial contact

All Devon Rose staff have a responsibility to deal with complaints in a prompt and professional manner. If you have a complaint, please contact a member of staff who will investigate the issue fully, and will contact you for more background information if appropriate. The member of staff will respond to your complaint within 5 working days.

We trust that the issue can be resolved at this stage but if you are dissatisfied with the response from your initial contact, you can progress your complaint by proceeding to Stage One of the Complaints Procedure.

Stage One

If you wish to formalise your complaint, please complete the attached complaints form and return it to one of our directors by post or email;

Lorna Spayne lorna@devonrose.co.uk
Nick Spayne nick@devonrose.co.uk

By post; Devon Rose, 40b The Strand, Dawlish, Devon EX7 9PT

We appreciate that completing the form may take some of your time but it does play an essential part in the complaints process we are obligated to maintain as part of our membership of the ARLA PropertyMark

- Your complaint will be acknowledged within 5 working days.
- A Director will carry out an investigation and may arrange to discuss the problem in detail with you.
- You will be sent a full written response within 10 working days of the Complaints form having been received.

If you are dissatisfied with the Stage One response, you can make further representations against the decision by going to Stage Two of the Complaints Procedure.



Stage Two

If you remain dissatisfied with the decision reached under Stage One, please write to, or email the Managing Director, giving details of why you are dissatisfied with the Stage One response.

Julie Spayne julie@devonrose.co.uk

By post; Devon Rose Estates Limited, 40b The Strand, Dawlish, Devon EX7 9PT

- The Managing Director will send you a written acknowledgement within 5 working days and will provide an approximate timescale for a full response.
- The Managing Director will carry out her own investigation into the matters you raise and may wish to talk to you.
- A written reply will be sent, within the previously indicated timescale, setting out the Managing Director's response to your complaint.

If you remain dissatisfied with the response you receive then the next representations should be made as set out in Stage Three.

Stage Three

As a member of both ARLA PropertyMark and The Property Ombudsman you are entitled to escalate your complaint to their regulation department for review. Details of their complaint procedure can be obtained via their website, help@propertymark.co.uk and www.tpos.co.uk or you can contact them via;

The PropertyMark Team
Arbon House
6 Tournament Court,
Edgehill Drive
Warwick CV34 6LG
Tel: 01926 496800
Email: help@propertymark.co.uk

Or

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

All complaints are dealt with in accordance with data protection requirements.

DEVON ROSE ESTATES LIMITED/PEARSON RANGER LIMITED

COMPLAINT FORM

Please give us your details:

Full Name:		
Property Address:		
Date:	Contact Tel (daytime):	Email:

Please tell us what your complaint is about: (detailing any dates and letter references etc)