

# COMPLAINTS PROCEDURE



## D & S Property Management



### For clients

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If you feel you need to make a complaint, you can contact us in any of the following ways:

**By phone**  
by calling :  
+ 44 (0) 203 726 9201

**By post**  
you can write to us at:  
D&S Property Management,  
Suite 541, Henry House, 275  
New North Road, London N1  
7AA.

**By email**  
if you'd like to email us about your complaint, please use the contact form below.

If you need to attach documentation you can email us at:  
[complaints@dandsproperty.com](mailto:complaints@dandsproperty.com).

However, please note that there are no guarantees that any email sent will be received or that it will remain private during internet transmission therefore, you should avoid sending us any personal or confidential information this way.

## We're listening

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We are constantly working to provide you with excellent customer service and we always welcome your feedback.

We're committed to dealing efficiently and effectively with your complaint and we take all complaints very seriously.

level of service we give our clients.

Our commitment doesn't stop there, we record, evaluate and analyse our complaints to help us improve the

## How we deal with your complaint

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If we don't have all the information we need and so can't deal with your complaint straight away, we'll acknowledge that we've received it within five working days and let you know

who'll deal with it, along with the likely timescale for resolution.

We'll investigate your complaint fully as soon as we have all the information we need.

We aim to send you a full response within eight weeks of receiving your complaint.

## Keeping you updated

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If we haven't fully dealt with your complaint within four weeks, we'll contact you to explain what we've done so far.

If possible, we will let you know when we'll be able to send

To send you a final decision letter.

We will provide you with regular updates about how your complaint is progressing and we will hope to have your whole complaint answered and/or

resolved within an eight week timeframe from when we were first contacted regarding the issue.

## Complaints for other firms or companies

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Sometimes a complaint is really for another firm. In this case, we'll refer it to the relevant firm within five working days. We'll also write to you to let you know we've done this, and give you the other firm's contact details.

The Property Ombudsman (TPO)

We're members of the TPO and you can get in touch with them if we have not responded to your complaint or if you have any complaints which we can't settle.

If your complaint is something the TPO can help with, we'll provide details of how to refer your concerns.

If you're not satisfied with our response, or more than eight weeks have passed since you initially complained and we haven't yet given our final response, you can take your complaint to the TPO.

If you decide to take your complaint to the TPO then you must do so within six months of the date of our final decision letter, as the TPO may not consider any complaint made after this time.

Taking a complaint to the TPO won't affect your legal rights. You can contact the TPO at:

The Ombudsman Limited  
Property, Milford House,  
43-55 Milford Street,  
Salisbury, SP1 2BP

Tel (complaint enquiries):  
+44 (0)1722 333306

You can find more information about the TPO and what it can help with on its website: [www.tpos.co.uk](http://www.tpos.co.uk)

### Handling complaints better

We frequently ask for feedback on our complaint handling procedure

If you're sent a feedback questionnaire, we'd really appreciate it if you could take a couple of minutes to respond.

Full details on how to do this will be provided in the questionnaire.

D&S Property Management is a trading name of D&S Managing Services Ltd, registered office: Suite 541, Henry House, 275 New North Road, London, N1 7AA.

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