

## COMPLAINTS PROCEDURE

Our aim is to deliver a service which exceeds your expectations. We recognise however that sometimes things may go wrong and we would like the opportunity to improve the service we provide by thoroughly investigating and correcting any mistakes.

1. In the first instance please contact a member of our staff to explain your complaint as we expect that through good communication we can resolve any issue. You may also want to take advice from The Leasehold Advisory Service who can be contacted via their website [www.lease-advice.org](http://www.lease-advice.org) or by calling 020 7832 2500
2. If you are unhappy with the service you have received and wish to make a formal complaint then please provide us with as much detail as possible, in writing. Please send your complaint to:-  
Email: [info@defriesltd.com](mailto:info@defriesltd.com)  
or by writing to: Defries & Associates Ltd, 42 Glengall Road, Edgware HA8 8SX
  - i. An independent senior member of staff will acknowledge your complaint within 3 days. At this stage we will give you our understanding of your case and invite you to make any further comments or ask you for clarification in respect of any matter.
  - ii. The independent senior member of staff will then investigate your complaint fully by reviewing the documentation and speaking to any personnel involved.
  - iii. You will receive our written response within 15 days from the receipt of your formal complaint. We will detail our findings, whether or not your complaint has been upheld and what action we propose to take as a result of your complaint. If we are unable to provide a full response within 21 days then we will instead write to you to advise the reasons why we are unable to respond and provide a new date by which you will receive a written response.
3. If you are dissatisfied with any aspect of the handling of your formal complaint, or dispute the findings of the investigation then you can request a review of your complaint by writing to the Directors of Defries & Associates Ltd. Please send your complaint review request to 42 Glengall Road, Edgware HA8 8SX or email, [info@defriesltd.com](mailto:info@defriesltd.com)
4. The Directors will acknowledge receipt of your Complaint Review within 3 days, carry out a thorough review and provide a full and final response on behalf of Defries & Associates Ltd within 15 days of receipt of your review request.
5. If you are still not satisfied after the last stage of the in-house complaint procedure (or more than 8 weeks has elapsed since the complaint was first made) then you can take the matter up with The Property Ombudsman without charge.

**The Property Ombudsman**  
Milford House, 43-55 Milford Street, Salisbury, Wiltshire, SP1 2BP  
Tel: 01722 333 306  
Email: [admin@tpos.co.uk](mailto:admin@tpos.co.uk)  
Website: [www.tpos.co.uk](http://www.tpos.co.uk)

You must give us 8 weeks to deal with the matter before you can approach The Property Ombudsman.

Defries & Associates Ltd