COMPLAINTS PROCEDURE

David Robinson Estate Agents Ltd are committed to providing a professional service to all our clients and customers. When something goes wrong, we need you to tell us about it. This will help us to improve our standards.

We will where appropriate, make reasonable adjustments for consumers who might be disadvantaged because of factors such as their age, infirmity, disability, lack of knowledge, lack of linguistic or numeracy ability, economic circumstances, bereavement or do not speak English as a first language.

If you have a complaint, please put it in writing, including as much detail as possible. We will then respond in line with the timeframes set out below (if you feel we have not sought to address your complaints within eight weeks, you may be able to refer your complaint to The Property Ombudsman to consider without our final viewpoint on the matter).

The aim of the process is to resolve any issues or concerns that arise as quickly as possible but treating our customers fairly with a clear and transparent approach.

Stage One – Branch Level

All complaints should, in the first instance be directed to the staff member dealing directly with your property file. Usually this would be the Sales & Lettings Negotiator or Branch Manager Level. Your complaint, in instances where it can not be resolved immediately, will be acknowledged within 3 working days, with a response being provided thereafter, within no more than 15 working days of the receipt of the original complaint.

Stage Two - Managing Director / Director

If you remain dissatisfied, you may then further your complaint, this must be submitted in writing to the Managing Director / Director. You must provide your Stage 2 complaint within fourteen days of the dated response to your Stage One complaint. We will acknowledge this within 3 days with a response being provided thereafter, within no more than 15 working days of the receipt of the second stage complaint. This will be a written statement of our final view.

David Robinson Estate Agents Ltd

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Registered in England and Wales Number 6365157

Stage Three – The Property Ombudsman

Following receipt of our final view, if you remain unsatisfied with the response (or more than 8 weeks has elapsed since the complaint was first made without receiving our final), you may request an independent review from The Property Ombudsman without further waiting or charge.

To note:
If you have made a formal complaint and we fail to respond at all, you may be able to refer the complaint to TPO before the 8 week timescale. If you have followed up with us after 15 working days and still receive no response after a further five working days, you do not have to wait the full eight weeks before escalating to the The Property Ombudsman.
Details on how to do this can be found below:-

The Property Ombudsman
Unit 159756, PO BOX 7169, Poole, BH15 9EL
Tel: 01722 333 306 | **Email:** admin@tpos.co.uk |**Website:** www.tpos.co.uk

Propertymark

As a Propertymark Protected member, we are required to adhere to Propertymark's Conduct and Membership Rules. If you believe we have breached those rules, you may also make a complaint to Propertymark once our internal complaints procedure has been completed.

Propertymark
Arbon House, 6 Tournament Court, Edgehill Drive, Warwick CV34 6LG
Tel: 01926 496800 | **Email:** compliance@propertymark.co.uk |
Website: www.propertymark.co.uk

Please note the following:

You will need to submit your complaint to The Property Ombudsman within 12 months from the date of our final viewpoint, including any evidence to support your case.

The Property Ombudsman requires that all complaints are addressed through this in-house complaints procedure, before being submitted for an independent review.

David Robinson Estate Agents Ltd
Effective date: October 2023 / Last Reviewed July 2026