

Douglas Pryce Estate Agents Complaints Procedure

At Douglas Pryce Estate Agents, we are committed to providing a high level of service to all our clients. However, we understand that sometimes things can go wrong. When they do, we need you to tell us about it so that we can improve our standards. Our complaints procedure is designed to ensure that your complaint is handled quickly, fairly, and effectively.

Step 1: Informal Resolution

1. Contact the Office/Agent:

- In the first instance, please contact the agent or office where the issue arose. You can do this by phone, email, or in person.
- Explain the problem clearly, providing any relevant details and documentation.
- Our aim is to resolve most issues at this stage promptly.

Step 2: Formal Complaint

If the issue is not resolved to your satisfaction through the informal process, please proceed with a formal complaint.

1. Write to Us:

- Address your complaint in writing to the Branch Manager.
- Provide your full name, contact details, and a clear description of your complaint, including dates and the names of any staff members involved.
- Attach copies of any relevant documents.

2. Send Your Complaint:

- **By Email:** info@douglaspryce.co.uk
- **By Post:** Complaints Department, Douglas Pryce Estate Agents, 94 Verdant Lane, London, SE6 1LF

3. Acknowledgement:

- We will acknowledge receipt of your complaint within 3 working days.
- You will be provided with a reference number for your complaint.

4. Investigation:

- The Branch Manager will investigate your complaint thoroughly.
- This process may involve reviewing files, speaking to staff members, and gathering any additional information necessary.

5. Response:

- We aim to respond in full within 15 working days.
- If the investigation is complex and we require more time, we will keep you informed and provide an expected completion date.

Step 3: Escalation

If you are not satisfied with the response from the Branch Manager, you can escalate the matter further.

1. Escalate to the Managing Director:

- Write to the Managing Director, providing your original complaint, the reference number, and why you are dissatisfied with the initial response.

- **Email:** glenn@douglaspryce.co.uk
 - **Post:** Managing Director, Douglas Pryce Estate Agents, 94 Verdant Lane, London, SE6 1LF
2. **Acknowledgement and Review:**
- We will acknowledge receipt of your escalated complaint within 3 working days.
 - The Managing Director will review your complaint and the initial investigation.
3. **Final Response:**
- We aim to provide a final response within 10 working days of the acknowledgment.
 - If additional time is needed, we will inform you of the new timeline.

Step 4: Independent Redress

If you remain dissatisfied after the final response from Douglas Pryce Estate Agents, you can seek independent redress.

1. **Contact the Property Redress Scheme:**
- We are members of The Property Redress Scheme
 - You can contact The Property Redress Scheme for an independent review of your complaint.
 - **Website:** <https://www.theprs.co.uk/>
 - **Email:** info@theprs.co.uk
 - **Phone:** 0333 321 9418

 - **Post:** Property Redress Scheme, Premiere House, 1st Floor, Elstree Way, Borehamwood, WD6 1JH
2. **Timeframe:**
- You must refer your complaint to The Property Redress Scheme within 12 months of our final response.
 - The Property Redress Scheme will consider your complaint and provide a final decision.

Additional Information

- **Record Keeping:** All complaints and communications will be recorded and retained in accordance with our data protection policy.
- **Confidentiality:** Your complaint will be handled with the utmost confidentiality.
- **Improvements:** Feedback from complaints is used to improve our services continually.

We value your feedback and are committed to resolving any issues as swiftly and satisfactorily as possible. Thank you for helping us maintain high standards at Douglas Pryce Estate Agents.