

Complaints Procedure

We are committed to providing a professional service to all of our clients & customers. If things go wrong we need you to tell us about them. This will help us to improve our service going forwards & resolve issues as soon as possible.

If you have a complaint, please put this in writing (either letter or email) to us. We will then acknowledge & respond in line with the timescales & stages set out below:

Stage 1 – Your Complaint

Please put your complaint in writing either by letter or email & address it to Charlie Coughlan, **Director**. Please include as much detail as possible, including dates, names of any members of staff you dealt with & where you are able to enclosing/ attaching any supporting evidence.

Charles David James Ltd
Unit 11D New North House
190a New North Road
London
N1 7BJ
info@charlesdavidjames.co.uk

Stage 2 – Out Acknowledgement

Your complaint will be acknowledged & we will start our in-house complaints process
Timescale – Within three working days of receiving your complaint

Stage 3 – Our Investigation

Your complaint will be investigated & we will provide a formal written response addressing your specific complaints & proposing resolutions where appropriate
Timescale – Within fifteen working days of receiving your complaint

Stage 4 – Final Viewpoint

If you remain dissatisfied, you should contact us again & we will conduct a separate review to take place by Charlie Coughlan. This will outline our final viewpoint on the matter.
Timescale – Within fifteen working days of your request for a further review

Stage 5 – The Property Ombudsman

If our final viewpoint letter does not resolve matters (or more than eight weeks has elapsed since the complaint was first made) you can request an independent review from the Property Ombudsman without charge.
Timescale – You must refer your complaint to the Ombudsman within twelve months of receiving our final viewpoint letter

The Property Ombudsman
Milford House
43-55 Milford Street
Salisbury SP1 2BP
01722 333 306
admin@tpos.co.uk
www.tpos.co.uk