

CUSTOMER SERVICE POLICY

- **Being a local independent agency, at David Andrews we endeavour to ensure your experience of our service is second to none, however we appreciate that at times you may become dissatisfied. We are committed to rectifying any issues as soon as possible.**

What can I do if I am not satisfied with the service I have received?

Whilst we are committed to providing a quality service, we acknowledge that on occasions things can go wrong. If we do not meet your expectations and you are dissatisfied in some way, then we wish to know. Most complaints stem from a lack of communication, in that either we misunderstand your instructions or customers misunderstand the service we provide.

In the first instance, we would encourage you to discuss any problems verbally and informally with your principal contact within the company. Staff here should be able to help quickly and answer any questions you may have. If this does not resolve your concerns, then the formal complaints procedure can be invoked.

How do I make a formal complaint?

If the verbal and informal approach does not satisfactorily deal with your concerns, we ask that you put your complaint in writing to David Gaster the Director and proprietor of David Andrews. We advise you to keep copies of all correspondence sent to us and notes of any conversations or telephone calls.

In order that we can help resolve your concern as quickly and efficiently as possible, we ask you to provide the following information in the letter of complaint:

- **Your name, address and a daytime telephone number on which you can be contacted.**
- **The name of the individual within the company with whom you have been dealing.**
- **A clear description of your complaint, giving concise details of what you believe has gone wrong.**
- **Details of what you would wish to be put right.**

Your letter will be acknowledged within 3 working days of receipt and you will be advised of the timescale for sending a full reply, which will usually be within 21 days. An internal investigation into your complaint will be undertaken and, following completion of the

same, you will be provided with a full response with details of what actions we have taken or will take. It is hoped that this response will resolve the matter to your complete satisfaction.

What can I do if I am still not satisfied?

If you remain dissatisfied with any aspect of our handling of your complaint, then it may be appropriate for the matter to be referred to an independent third party.

If you are a consumer, you should contact:

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

Tel No: 01722 333306

Fax No: 01722 332296

www.tpos.co.uk

This is a free service and you have up to 12 months to contact them.