

We are committed to delivering the highest standards of customer care; however, we understand that things can sometimes go wrong.

If you are in anyway dissatisfied with the service you have received, this guide sets out how you can complain.

1) Verbally:

Often, we can resolve your concerns swiftly over the phone, or if preferred, at a meeting. We can arrange either web based or in person meetings at our office, whichever is most convenient.

2) In Writing:

If we have been unable to resolve the matter verbally, we will ask you to put your concerns in writing, so that a senior manager or Director may investigate further. We will accept a written complaint by email to hello@dclane.co.uk, or by sending it to: The Directors, DC Lane, 99 Mutley Plain, Plymouth, PL4 6JJ.

We will acknowledge your written complaint within 3 working days of receipt and respond within 10 working days of our acknowledgement. If for any reason we require more time, we will write to you outlining the reasons for the extension and indicate our expected timescale for a full response.

After our written response confirming our final viewpoint, we may deem the complaint closed. If we deem the matter closed, then we reserve the right not to enter into any further correspondence.

3) The PRS:

We are members of the Property Redress Scheme. If you remain unhappy with the response received from us and have exhausted our complaints procedure, you can contact the Property Redress Scheme to ask them to investigate your complaint. In order to take your complaint to The Property Redress Scheme you must first have carried out the following:

-You have received a final viewpoint from us in writing;

or

- You have waited 8 weeks from the date of your written complaint to us for a response;

and

- It is still within one year from the last communication with you regarding this complaint

The Property Redress Scheme is a government approved Redress Scheme who resolves complaints between Members and their consumers. The complainant must have exhausted the Member's internal complaints procedure and remain dissatisfied with the Member's response. The Property Redress Scheme is free to use for the complainant and further information and guidance on how to resolve complaints is available via their website.

In order to make a complaint, please contact the Property Redress Scheme directly or alternatively, visit their website and fill out a Complaints Form. The Property Redress Scheme contact details are as follows:

Web: www.theprs.co.uk, Email: complaints@theprs.co.uk

By post at: The Property Redress Scheme, Premiere House, 1st Floor, Elstree Way, Borehamwood, WD6 1JH