

Druce Complaints Procedure

Druce is committed to providing the highest levels of service to our customers and our negotiators and/or the branch manager are trained to make every effort to resolve your complaint quickly, informally and amicably wherever possible. On the rare occasion when you remain dissatisfied with the resolution offered by your Negotiator or the Branch/Department Manager concerned, we request that you follow our in-house complaints procedure as set out below.

STAGE 1

In the first instance, your complaint can be made verbally, by email or in writing to the **Lettings Director, Sales Director or Property Management Director** as appropriate. The Branch/Department Manager concerned, who should already be aware of your complaint, will confirm the contact details of the Director responsible to ensure that your complaint is appropriately directed. You should clearly explain the reason for your dissatisfaction and what you would like us to do to satisfy your complaint. We will acknowledge your complaint within three working days before providing you with a written response within fifteen working days. Our written response will set out the Director's view. It is hoped most complaints can be resolved in stage 1.

STAGE 2 FORMAL

If you remain dissatisfied with the response to your initial complaint, you can request that your complaint be escalated to stage 2 of the Druce complaints procedure. A stage 2 complaint must be made in writing to our Legal & Compliance Team, preferably by email to compliance@druce.com, and should state what you are expecting from Druce. Your complaint will be acknowledged within 3 working days by a Compliance Officer within the Legal & Compliance Team.

Following a formal review of your complaint, a full written response will be provided to you within 15 working days by the **Managing Director** or the **Chief Compliance Officer**. The stage 2 response will express Druce's final viewpoint and detail any offer Druce is willing to make you. This letter will also confirm that, where you remain dissatisfied, you are entitled to refer the matter to The Property Ombudsman (TPO) for a review within twelve months of our final viewpoint response.

In some circumstances, it may take us longer to respond to your complaint. We will advise you if this will be the case and provide an explanation as to why we cannot meet the deadline.

THE PROPERTY OMBUDSMAN

If we are unable to resolve your complaint via our complaints' procedure, you may be entitled refer the complaint to The Property Ombudsman within twelve months of receiving our final viewpoint response. For more information, please read the TPO's Consumer Guide. Please note that The Property Ombudsman are unlikely to consider your complaint until the above complaints' procedure has been followed.

You can contact the TPO at:

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

Telephone: 01722 333306

Facsimile: 01722 332296

Website: www.tpos.co.uk

E-Mail: admin@tpos.co.uk

The Property Ombudsman will only hear complaints from consumers.