

Complaints Procedure

Daisy Lets & Sales are very proud of our customer service and good reputation, and receive very few complaints, but we accept that sometimes things can go wrong and you might wish to complain.

Daisy Lets & Sales are members of The Property Ombudsman Service (TPOS) and therefore strives to provide a high level of service to all our customers, we have a complaints procedure in place with the aim that any issues that do arise can be dealt with as quickly as possible and we hope that most complaints can be resolved without the need to take it to TPOS.

All complaints should be firstly presented to the individual you have been dealing with in the relevant office (Lettings/Sales/Property Management/Accounts), we would hope that this person should be able to resolve your issue at this stage, however if you are not satisfied with their response you should put your complaint in writing to the Director:

claire@daisylets.uk
or 165 Lordship Lane, London SE22 8HX

Your complaint will be acknowledged within 2 working days of receipt and investigated further. A full response from the director setting out her findings in writing and details of how she believes your complaint can be resolved will be received within 7 working days.

If on receipt of this response you are not satisfied, please respond to the Director, who will review your complaint once again and give a 'Full and Final' response within 7 days.

If the 'Full and Final' response should still not be satisfactory to you then you are able to contact The Property Ombudsman (TPOS), Milford House, 43 - 55 Milford Street, Salisbury, Wiltshire, SP1 2BP. TPOS will not consider any complaint that hasn't been completely through our internal complaint procedure as outlined above. They will then review your complaint. Details of how to do this are contained within 'The Property Ombudsman Consumer Guide' available in our branch at 165 Lordship Lane or online at www.tpos.co.uk



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