



COMPLAINTS POLICY

We are committed to providing a professional service to all our clients and customers. When something goes wrong, we need you to tell us about it. This will help us to improve our standards.

If you have a problem relating to Dragon Residential Lettings, please put it in writing, including as much detail as possible. We have eight weeks to consider your complaint. If we have not resolved it within this time you may refer your complaint to The Property Ombudsman.

You can contact us at: **Dragon Residential Lettings, 22 Market Street, Llanelli SA15 1YD.**
Email: enquiries@dragonlets.com Tel: 01554 824100

If you feel that the matter is not being resolved to your satisfaction, please ask to speak to the Managing Director of Dragon Residential Lettings. The Managing Director will try to resolve the matter on the day you raise your complaint, although whether this is possible will depend on the nature of the complaint.

What will happen next?

We will send you a letter acknowledging receipt of your complaint within three working days of receiving it, enclosing a copy of this procedure. It will also set out our understanding of your complaint, and state when we will be able to reply in greater detail. You may also be asked for additional information if this is required to assist in resolving the matter.

We will then investigate your complaint. This will normally be dealt with by the Managing Director, who will review your file and speak to the member of staff who dealt with you. A formal written outcome of our investigation will normally be sent to you within 15 working days of sending the acknowledgement letter.

If you remain dissatisfied, you can then contact The Property Ombudsman to request an independent review: **The Property Ombudsman Ltd, Milford House, 43-45 Milford Street, Salisbury, Wiltshire, SP1 2BP, Tel: 01722 333 306, www.tpos.co.uk**

Please note the following:

You will need to submit your complaint to The Property Ombudsman within six months of receiving our final viewpoint letter, including any evidence to support your case.

The Property Ombudsman requires that all complaints are addressed through this in-house complaints procedure, before being submitted for an independent review.

In all but exceptional cases, by the end of five weeks following receipt of your complaint, Dragon Residential Lettings will have given you its final response by a letter from the Managing Director. This will be accompanied by The Property Ombudsman Consumer Guide.

The Property Ombudsman's Office may try to settle the dispute by agreement between you and Dragon Residential Lettings. If this is unsuccessful, The Property Ombudsman will consider all the relevant factors and make a decision according to what he believes to be fair in all the circumstances.

The Property Ombudsman will send his decision to you and Dragon Residential Lettings. You can accept or reject his decision. If you reject the Property Ombudsman's decision, it will lapse and you are free to do as you wish. If you wish to take legal action, you can do so. Your legal rights will not have been affected by The Property Ombudsman's decision.