

## Davis & Sons (Caldicot) Limited

### Complaints Procedure

We are a member of The Property Ombudsman Service (TPOS) and aim to provide the highest standard of service to all our customers. However, should you have cause for complaint, please see below the procedure to follow.

#### Stage One

Details of the complaint should be submitted in writing to Lisa Le Maire, Director. Your letter will be acknowledged within three working days of receipt and a full review of your complaint will be undertaken. A written response will be issued to you within fifteen working days.

#### Stage Two

If you are not satisfied with the response, you may submit any further issues or concerns to Lisa Le Maire, Director in writing. Your letter will be acknowledged within three working days of receipt and a further review of your complaint will be undertaken. A written response will be issued to you within fifteen working days. This would be our final viewpoint.

If we have not received any further complaint from you within fifteen working days of the date of our response, we will re-issue the response as our final viewpoint.

#### Stage Three

After you have received our final viewpoint letter, if you are not satisfied with the proposed resolution, you may approach The Property Ombudsman Service (TPOS). Details of how to do this are contained within the final viewpoint letter alongside a link to The Property Ombudsman Service (TPOS) consumer guide at [www.tpos.co.uk](http://www.tpos.co.uk)

Please note that if you do wish to contact The Property Ombudsman Service (TPOS), you must do so within 12 months of the date of the final viewpoint letter.

The Property Ombudsman  
Milford House  
43-55 Milford Street  
Salisbury  
Wiltshire  
SP1 2BP  
Tel: 01722 333306  
Web: <https://www.tpos.co.uk/>

