

D & G BLOCK MANAGEMENT LIMITED

Complaint Handling Procedure (CHP)

Summary

The CHP is a three-stage process

Stage 1

In the first stage you must address your complaint in writing to the Compliance Manager of D & G Block Management Limited (D&G BML) at the address below. This will be acknowledged in writing within three business days of receipt. We will then fully investigate your complaint and try to satisfactorily resolve it for you. In normal circumstances you will receive a response or an update within 15 business days. If your complaint cannot be addressed within this time scale you will be told why there is a delay and when you can expect to hear further.

Stage 2

If, at this stage, you are still not satisfied, you should contact us again and we will arrange for a separate review to take place by a senior member of staff.

We will write to you within 15 working days of receiving your request for a review, confirming our final viewpoint on the matter.

Stage 3

If you are still not satisfied after the last stage of the in-house complaint procedure (or more than 8 weeks has elapsed since the complaint was first made) you can request an independent review from The Property Ombudsman without charge. You will be entitled to refer the complaint to The Property Ombudsman within 12 months of receiving our final viewpoint letter, including any evidence to support your case. They will reply directly to you.

The Property Ombudsman

**Milford House
43-55 Milford Street
Salisbury
Wiltshire
SP1 2BP
01722 333 306**

admin@tpos.co.uk
www.tpos.co.uk

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

Who can use this procedure?

The CHP can be used by anyone who is a client or customer of D & G BML.

What is a complaint?

A complaint is any expression of dissatisfaction. Should this be made verbally, you will be asked to also make it in writing to ensure that we fully understand the nature of your complaint and that we have a written record of it.

Where should I send my written complaint?

Your written complaint, including your full name, address, email and telephone contacts should be sent to:

Mrs A K Santana
Compliance Manager
D & G Block Management Limited
4th Floor
192-198 Vauxhall Bridge Road
London
SW1V 1DX
e manager@dnqbm.co.uk