

## Complaints Procedure

We are committed to providing a quality and professional level of service to all clients and customers, but if something goes wrong we would like to know about it. If you have a complaint that you have been unable to resolve with the local office or department manager please write to us outlining your complaint and giving as much detail as possible. You can contact us by sending an email to [complaints@dacres.co.uk](mailto:complaints@dacres.co.uk) or by writing to us at Complaints Department, Dacre, Son & Hartley, 1-5 The Grove, Ilkley LS29 9HS.

We aim to deal with any complaint quickly. If we require additional time to investigate the matter fully, we will let you know. Below is a summary of the complaint review process:-

### Acknowledgement Receipt

– you will receive an acknowledgement that we have received your complaint within 7 working days.

### Investigation

– we will investigate the circumstances of your complaint with the local office or relevant professional department.

### Findings & Final Response

– we will provide you with a written summary of our findings and our conclusion within 28 working days of sending you our acknowledgement letter.

### Ombudsman Services and Alternative Dispute Resolution (ADR)

If you are dissatisfied with our findings and conclusion on, or with any aspect of our handling of your complaint, you may refer your concerns to an independent body outside our organisation for consideration. Typically this will involve further evaluation and potentially negotiation, conciliation or arbitration.

The body to which you will be directed will depend on who you are and the nature of the service we have provided to you. Referrals should be made within 12 months of us issuing our final view point.

Please note that the Ombudsman and ADR services do not have the authority to take legal action against us, impose fines or dictate the way we conduct our business and referring the matter for review does not preclude you from taking separate legal advice. Matters which are subject to legal proceedings cannot be referred to the Ombudsman Services or ADR.

## Which Ombudsman Service or Alternative Dispute Resolution Service should I follow?

### Consumer Complaints

If you are a consumer and your complaint relates to Estate Agency, Property Management or Residential Lettings, and your complaint has not been resolved to your satisfaction, then we agree to the referral of your complaint to The Property Redress Scheme, Premiere House, 1st Floor, Elstree Way, Borhamwood WD6 1JH (0333 321 9418) from whom details of the redress scheme can be obtained.

[www.theprs.co.uk](http://www.theprs.co.uk)

### Survey or Valuation Complaints

If your complaint relates to a valuation or survey, then under RICS rules the default Alternative Dispute Resolution provider is The Centre for Effective Dispute Resolution (CEDR) their contact details are:-70 Fleet Street, London, EC4Y 1EU (020 7520 3800)

[www.cedr.com](http://www.cedr.com)

### Business Complaints

If you are a business and your complaint has not been resolved to your satisfaction, we agree to the referral of your complaint to The Arbitration Procedure for Surveying Disputes, IDRS Ltd, 70 Fleet Street, London EC4Y 1EU (020 7520 3800), from whom details of the scheme may be obtained.

[www.idrs.ltd.uk](http://www.idrs.ltd.uk)

Please note that Elland and Morley offices are run by independent franchisees. They are each members of the property redress scheme (PRS), as detailed above. Any complaint not satisfied through discussion with the franchisee owner may be referred to The Property Redress Scheme as outlined above.

Dacres Commercial Ltd is a wholly owned subsidiary of Dacre, Son & Hartley Ltd