Complaints Policy

D.J.ALEXANDER
Sales & Lettings

Complaints Procedure

We aim to deliver first class service built on professionalism and trust; however, we recognise sometimes things go wrong. The following complaint procedure is designed to provide our customers with a simple and personalised process for resolving any issue they may have.

We will consider every complaint on its merits, however it has been written. If you use an AI tool to help prepare your complaint, you will remain responsible for its content. AI tools can produce text that is inaccurate, overly long, or refers to laws, regulations or codes of practice that do not apply or do not exist. We want to ensure all issues raised are properly addressed so we ask that you explain what happened in your own words.

Stage 1

Please contact the branch or department you have been dealing with so that your complaint can be investigated immediately.

Stage 2

If your complaint has not been satisfactorily resolved, please email customerservice@djalexander.co.uk detailing your complaint and how you would like it resolved.

Your complaint will be acknowledged within 3 working days, and you will receive a written response detailing our position and proposal for resolution to your complaint within 15 working days. If further time is required, we will update you and an explanation of the delay will be provided.

Stage 3

If your complaint has not been resolved to your satisfaction, please request a review by re-emailing customerservice@djalexander.co.uk.

After a thorough investigation by a senior manager (who will not have been involved in Stage 2), you will receive a response confirming our position and a written proposal to resolve your complaint within a further working 15 days. If further time is required, we will update you and an explanation of the delay will be provided.

If you do not accept our proposal/position, please advise us in writing within 15 working days. You can, of course, suggest another way of resolving your complaint.

If we accept your preferred resolution, we will attempt to implement that resolution as soon as possible. If we decline your preferred resolution, then you may proceed to Stage 4.

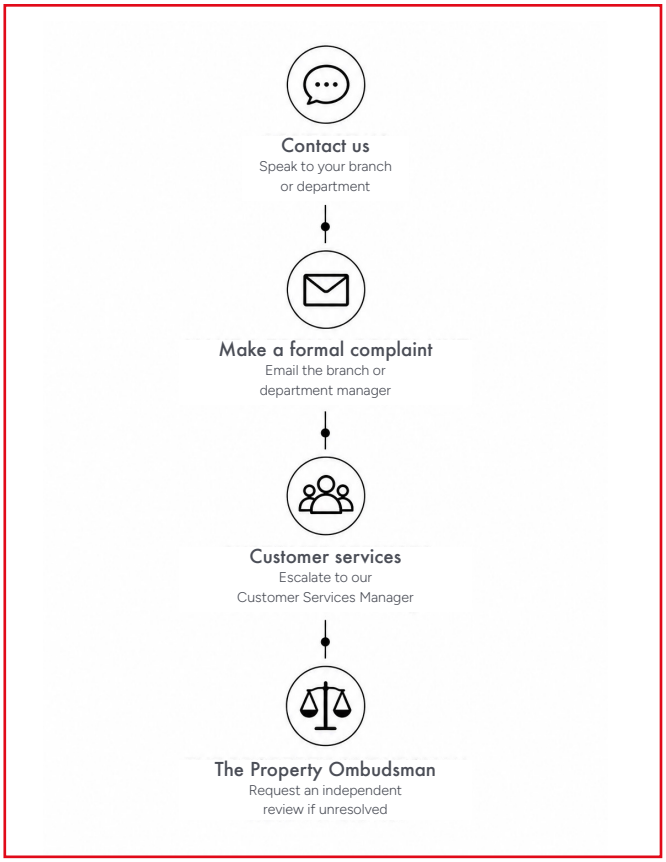
Stage 4

If after the previous stages we are unable to reach satisfaction regarding your complaint you can then escalate the matter to The Property Ombudsman (TPO). TPO is an independent statutory body who regulates and resolves disputes between consumers and property agents. Please note that complaints to TPO must be sent within 12 months of receiving our final response.

A Landlord / Tenant or former Landlord / Tenant may apply to the Tribunal if they remain dissatisfied once our complaints process has been exhausted, or if we do not process the complaint within a reasonable timescale through our complaints handling procedure. The Letting Agent Code of Practice sets out the standards expected

of letting agents operating in Scotland. This is available on request. Scottish Letting Agent Registration Number: LARN1812026

For third parties or sub-contractors, we will investigate internally, but any response and/or compensation offered may be reliant on that third party.Please note that complaints to TPO must be sent within 12 months of receiving our final response.



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