



## Douglas and Simmons Lettings

### Complaints Handling Procedure

As a firm accredited by The Property Ombudsman, NAEA and ARLA, Douglas and Simmons aim to provide the highest standards of service to all landlords and tenants, but to ensure that your interests are safeguarded, we offer the following;

If you believe you have a grievance, please write in the first instance to Shona Endicott (Lettings and Investment Director) at;

26 Market Place  
Wantage  
OX12 8AE

The grievance will be acknowledged within 3 working days and then investigated thoroughly in accordance with the established 'in house', procedures. A formal written outcome of the complaint will be sent to you within 15 working days. If we require longer than this timescale we will advise you in writing and confirm our revised response date.

If you remain dissatisfied with the result of the internal investigation, please contact Diane Simmons or Rachel Douglas, at the address given below, who will review your complaint:

Douglas and Simmons  
25 Market Place  
Wantage  
Oxfordshire  
OX12 8AE

Email: [diane@douglasandsimmons.co.uk](mailto:diane@douglasandsimmons.co.uk)

Following the conclusion of the in-house review of the complaint, you can refer the matter to The Property Ombudsman, Millford House, 43 – 55 Milford Street, Salisbury. Wiltshire. SP1 2BP. This referral should be made within 6 months of the date of our final written statement.