



VANESSA DALEY
ESTATES

Vanessa Daley Estates Limited Complaints Process.

As a member of the Property Ombudsman we wish to provide the highest level of service to our customers.

Whilst we endeavour to deal with day to complaints on a one to one basis, once a formal complaint has been raised you will be asked to provide a copy of your complaint in writing.

All formal complaints will be dealt with via our complaints procedure which is as follows

- 1) Please call the office **01772 439144** to discuss your concerns with a member of the team and we will endeavour to help and resolve over the phone

Vanessa Daley Estates Limited

5 Greystock Avenue

Fulwood

Preston

PR2 9QL

vanessa@vanessadaleyestates.co.uk

- 2) Formal complaint to be raised in writing to, Director / Vanessa Daley Estates. The complaint will be acknowledged in writing within 3 working days.
- 3) The complaint will be investigated and a formal outcome will be sent in writing within 14 working days, if longer is required this will be outlined in the response letter.
- 4) Following conclusion of the investigation if you are dissatisfied a Formal Complaint should be raised in writing to the Property Ombudsman

The Property Ombudsman

Unit 159756, PO Box 7169, Poole, BH15 9EL

Vanessa Daley

www.vanessadaleyestates.co.uk

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VANESSA DALEY
ESTATE AGENT