

DISTINCT EA LTD TRADING AS DISTINCT PROPERTY CONSULTANTS COMPLAINT'S PROCEDURE:

Distinct EA Ltd aims to provide a professional standard of service to all clients. To ensure that we maintain these standards and treat clients fairly, we have a two-stage complaint procedure. We will always strive to deal with your complaint quickly at Stage One. However, if it is clear the matter will need a more detailed investigation, we will tell you and keep you updated on our progress.

Clients can register a complaint, comment or compliment:

- In writing or by email to The Manager, Unit 1 London Road, Little Compton, Moreton In Marsh, GL56 0FR
- By email to sarka@distinctpropertyconsultants.co.uk

Stage one

- We will endeavour to acknowledge receipt of your complaint within three working days.
- We aim to respond to your complaint within fifteen working days from receipt. If we are unable to do this we will advise you of the delays and keep you updated on progress.
- If you are dissatisfied with our response at stage one, you can ask us to consider your complaint at stage two.

Stage two

- We will look at your complaint at stage two if you indicate in writing that you are dissatisfied with the response you have received at stage one.
- We will endeavour to acknowledge receipt of your request to move to stage two within three working days.
- We aim to respond to your complaint at stage two within fifteen working days from receipt of your request. If we are unable to do this we will advise you of the delays and keep you updated on progress. We will provide you with a final written statement, and if applicable, an offer as to further action intended to satisfy the matter.
- If you are dissatisfied with our response at stage two, we will advise you of your right to contact our independent redress scheme.
- Our complaints procedure must be followed before our independent redress scheme will consider your complaint.

We are also regulated by Propertymark. You can also file a complaint with Propertymark. The contact details are:

Arbon House, 6 Tournament Court, Edgehill Drive, Warwick CV34 6LG
T: 01926 417 791
E: complaints@propertymark.co.uk

Independent Redress Scheme:

For advice or help with making a complaint you may call or write to The Property Ombudsman (TPOS), Unit 159756, PO Box 7169, Poole, BH15 9EL on 01722 333306. Our TPOS registration number is D8785. More information can be found on TPOS website www.tpos.co.uk.

Distinct EA Ltd

Unit 1, London Road, Little Compton, Moreton In Marsh, GL56 0RR Tel: 01608695252