



Douglas and Gribben Lettings

Complaints Handling Procedure

As a firm accredited by The Property Ombudsman, NAEA and ARLA, Douglas and Gribben 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;

34 Wallingford Street
Wantage
OX12 8AX

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 Gribben
3 Newbury Street
Wantage
Oxfordshire
OX12 8BU

Email: dianesimmons@douglasandgribben.co.uk / racheldouglas@douglasandgribben.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.



Douglas and Gribben Residential Sales

Complaints Handling Procedure

As a firm accredited by The Property Ombudsman, NAEA and ARLA, Douglas and Gribben aim to provide the highest standards of service to all vendors and applicants, 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 either Graham Douglas or Guy Simmons (Directors of Douglas and Gribben) at;

Douglas and Gribben
3 Newbury Street
Wantage
Oxon
OX12 8BU

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 same address given above, who will review your complaint:

Email: dianesimmons@douglasandgribben.co.uk / racheldouglas@douglasandgribben.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.