



Complaints Handling Procedure

This document outlines the procedure to be followed when a complaint is made to Dafydd Hardy Estate Agents Ltd.

The appointed person within Dafydd Hardy Estate Agents Ltd who deals with complaints is Melanie Clowes.

The following procedure is in place:

Stage 1: Internal Complaints Procedure

1. Please make your complaint in writing to Melanie Clowes at 12 Y Maes, Caernarfon, Gwynedd LL55 2NF or email complaints@dafyddhardy.co.uk.
2. Your written complaint will be acknowledged within 3 working days.
3. Your complaint will then be fully investigated and impartial consideration will be made.
4. We will endeavour to respond fully to the complaint within 15 working days of receipt of your written complaint. If this is not possible, an update will be provided.
5. If the complaint remains unresolved, you will be advised in writing that our internal complaints procedure (Stage 1) has been exhausted and you should then proceed to Stage 2.

Stage 2: Independent Redress Mechanism

Provision has been made for you to take your complaint to an independent redress mechanism should you wish. Dafydd Hardy Estate Agents Ltd use two independent redress mechanisms. For complaints regarding the Surveys department please write to the Centre for Effective Dispute Resolution (CEDR), for complaints regarding any other department please write to The Property Ombudsman (you have 12 months to refer your complaint).

Surveys Department Complaints

CEDR
70 Fleet Street,
London,
EC4Y 1EU

complaints@cedr.com
020 7520 3800

Other Department Complaints

The Property Ombudsman,
Milford House,
43-55 Milford Street,
Salisbury,
Wiltshire
SP1 2BP

admin@tpos.co.uk 01722 333306

