



Dorsetproperty

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Internal Complaints Procedure

As a member of the Association of Residential Letting Agents (ARLA), we aim to provide the highest standard of service to all landlords and tenants, in line with their Code of Practice. One of the requirements of our membership of ARLA is that we have a process for assessing complaints about our service, appropriate to our firm's size and structure.

All branch staff will deal with the normal day to day problems on a one-to-one basis but once a formal complaint as such has been raised, i.e. "I am not satisfied with the standard of your work/conduct/behaviour etc. and I wish to make a formal complaint", then at that stage you will be requested to put your complaint in writing, setting out your concerns by reference to any related documents – terms of business, tenancy agreement, inventory etc. and send it to the relevant office manager below:

*Abigail Pryor
Manager
Dorset Property (Blandford) Limited
4 West Street
Blandford
Dorset
DT11 7AJ*

*Alethea Thomas
Manager
Dorset Property (Sherborne) Limited
Long Street
Sherborne
Dorset
DT9 3BS*

The grievance letter will be acknowledged promptly, investigated in accordance with established in-house procedures and a reply sent to you within ten working days of receipt of the original letter. You will be invited to make any comments that you may have in relation to this response. Subsequently, if you remain dissatisfied with the way we have handled your complaint, please write to:

*Barrie George
Managing Director
Dorset Property Group Limited
4 West Street
Blandford
Dorset
DT11 7AJ*

Finally, having exhausted our in-house procedures, if you are still not satisfied with our response, you may refer your complaint to:

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

*ARLA
Arbon House
6 Tournament Court
Edgehill Drive
Warwick
CV34 6LG*