

Dach Real Estate - Complaints Procedure

We are committed to providing a high standard of service to all our clients. However, we understand that sometimes things may go wrong. If you are dissatisfied with any aspect of our service, this procedure explains how you can raise a complaint and how it will be handled.

Step 1: Making a Complaint

If you have a concern or complaint, please raise it with us as soon as possible. You can do this in writing, by email or by telephone. We ask that you provide:

- Your full name and contact details
- Details of your complaint (including relevant dates, property address, and any supporting evidence)
- The outcome you are seeking

Step 2: Internal Review

Your complaint will initially be reviewed by a member of our team. We aim to acknowledge receipt of your complaint within three working days and provide a formal written response within 15 working days.

Step 3: Escalation

If you are not satisfied with the initial response, your complaint can be escalated to our Founder:

Luke Strzadala - Founder

Email: luke@dach.property

Phone: 07384 285 692

Post address: The Courtyard, White Horse Lane, Finchampstead, Berkshire, RG40 4LW

Luke will personally review your complaint and provide a final written response within 15 working days of escalation.

Step 4: Independent Redress

If, after receiving our final response, you remain dissatisfied, you may refer your complaint to the Property Redress Scheme (PRS), of which we are a member. The PRS provides an independent redress service to resolve complaints between consumers and property agents.

You can contact the PRS as follows:

Property Redress Scheme

Website: www.theprs.co.uk

Email: info@theprs.co.uk

Telephone: 0333 321 9418

Address: Premiere House, 1st Floor, Elstree Way, Borehamwood, WD6 1JH

Complaints must usually be referred to the PRS within 12 months of our final response and the complaint will only be accepted if your internal complaints procedure has been exhausted first.

Records

We keep a written record of all complaints received and how they were resolved. These records are available for inspection by the Property Redress Scheme.