



Complaints procedure

Here at Davis & Lund Ltd we pride ourselves on the level of customer service that we provide. In the event that you feel dissatisfied with our service and wish to make a complaint, you will need to follow our Complaints Handling Procedure (CHP), details of which can be found below:

Membership details

Davis & Lund Ltd is a member of The Property Ombudsman Scheme (TPOS). By belonging to this organisations, we are required to follow strict professional standards.

Stage One

We would request that you initially make your complaint in writing to Chris Davis. He will acknowledge your complaint within three working days and investigate and respond within 15 working days.

Contact details:

Chris Davis

Ripon@davislund.co.uk

Davis & Lund, 5a Kirkgate, Ripon, HG4 1PA

We aim to resolve all complaints during this initial stage. However, if you are still dissatisfied, you will need to progress your complaint through the following process.

Stage Two

On receipt of the initial response, if you are still dissatisfied, then please put any further correspondence in writing, using the same contact details. Once again this correspondence will be acknowledged with 3 working days and responded to within 15 working days.

At this stage we will issue our Final Viewpoint letter.

Stage Three- The Property Ombudsman Scheme

Upon receipt of our Final Viewpoint letter, in the event that you remain dissatisfied, you may contact the Ombudsman.

The contact details for The Property Ombudsman Scheme are as follows:

Telephone: 01722 333 306, email: admin@tpos.co.uk, website: www.tpos.co.uk or post:

TPOS Complaints, Milford House, 43-55 Milford Street, Salisbury, Wiltshire SP1 2BP

The Ombudsman will not consider your complaint until you have exhausted our internal complaints procedure.