

DOMUS NOVA

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sales@domusnova.com

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020 7727 1717
lettings@domusnova.com

Property Management
020 7727 1717
pm@domusnova.com

Ibiza
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Domus Nova Complaints and Claims Procedures

Domus Nova is required to demonstrate a working complaints system as a member of TPOS and to comply with the current Trading Standards legislation.

If you have a complaint, then this document sets out the procedure, which Domus Nova will follow in dealing with that complaint:

1. The manager of the office has been authorised to deal with complaints, and you should not hesitate to contact him / her
2. Where your complaint is initially made orally, you will be requested to send a written summary of your complaint to the person dealing with it.
3. Once we have received your written summary of the complaint, we will contact you in writing within seven days to inform you of our understanding of the circumstances leading to the complaint. You will be invited to make any comments that you may have in relation to this.
4. Within 15 days of receipt of your written summary, the person dealing with your complaint will write to you, informing you of the outcome of the investigation into your complaint and to let you know what actions have been or will be taken.
5. If you are dissatisfied with any aspect of our handling of your complaint, you should contact the area director who will personally conduct a separate review of your complaint and contact you within 14 days to inform you of the conclusion of this review.

Domus Nova aims 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 Mr Max Slaght, Director of Domus Nova at the address below:

Domus Nova
17 Kensington Park Road
London
W11 2EU
- The grievance will be acknowledged immediately, investigated thoroughly in accordance with our established in-house procedures and a reply sent to the complainant within three working days of receipt of the letter.
- If the complainant is dissatisfied with the result of the internal investigation, please contact Mr Arnaud Cheung, Director, at the same address.
- If the complainant still is not satisfied, Domus Nova offers mediation between the complainant and the company.

Domus Nova operates its complaints procedure in accordance with the rules of the TPOS Guidelines.



In-House Complaints Procedure

We are committed to providing a professional service to all our clients and customers. When something goes wrong, we need you to tell us about it. This will help us to improve our standards.

If you have a complaint, please put it in writing, including as much detail as possible. We will then respond in line with the timeframes set out below (if you feel we have not sought to address your complaints within eight weeks, you may be able to refer your complaint to the Property Ombudsman to consider without our final viewpoint on the matter).

What will happen next?

- We will send you a letter acknowledging receipt of your complaint within three working days of receiving it, enclosing a copy of this procedure.
- We will then investigate your complaint. This will normally be dealt with by the office manager who will review your file and speak to the member of staff who dealt with you. A formal written outcome of our investigation will be sent to you within 15 working days of sending the acknowledgement letter.
- If, at this stage, you are still not satisfied, you should contact us again and we will arrange for a separate review to take place by a senior member of staff.
- We will write to you within 15 working days of receiving your request for a review, confirming our final viewpoint on the matter.
- If you are still not satisfied after the last stage of the in-house complaint procedure (or more than 8 weeks has elapsed since the complaint was first made) you can request an independent review from The Property Ombudsman without charge.

The Property Ombudsman
Milford House
43-55 Milford Street
Salisbury
Wiltshire
SP1 2BP
01722 333 306

admin@tpos.co.uk
www.tpos.co.uk

Please note the following:

You will need to submit your complaint to The Property Ombudsman within 12 months of receiving our final viewpoint letter, including any evidence to support your case.

The Property Ombudsman requires that all complaints are addressed through this in-house complaint procedure, before being submitted for an independent review.