

Customer Complaints Handling Procedure

DJM Estates aims to provide the highest standards of service to all landlords, tenants, vendors and purchasers 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;

DJM Estates
32 High Street
Fleur-de-lis
Blackwood
NP12 3UE

The grievance will be acknowledged within 3 working days and then investigated thoroughly in accordance with established “in-house” procedures. A formal written outcome of the complaint will be sent to you within 21 days. If we require longer than this timescale we will advise you in writing and confirm our revised response date.

If you remain dissatisfied with the result of the internal investigation, please contact David Davies who will review your complaint:

DJM Estates
32 High Street
Fleur-de-lis
Blackwood
NP12 3UE

Following the conclusion of our in-house review we will write to you with a final written statement.

If you are still unhappy after receiving the final response to your complaint, you can ask The Property Ombudsman to consider it.

The Property Ombudsman,
Milford House
43-45 Milford Street
Salisbury
Wiltshire
SP1 2BP

This is a free, impartial and independent service. You will need to submit your complaint within 12 months from the date of our final view point correspondence.