

Complaints Process

Our team will work to resolve any issues you may have, but in the eventuality you wish to escalate the matter our internal complaints process is:

1. Send your complaint to: Christine Harrison, Deakin-White, The Quadrant Shopping Centre, Dunstable, LU5 4RH or Email your complaint to: Christine@DWRealEstate.co.uk.
2. Christine will send confirmation that your complaint has been received within 3 working days.
3. Your complaint will be investigated and an outcome will be sent to you within 15 working days of the acknowledgement being sent.
4. If you are dissatisfied with the outcome, please email or write in again and address it for the attention of The Managing Director – Ed Harrison.
5. Ed will send confirmation that your complaint has been received within 3 working days.
6. Your complaint will be investigated by Ed and an outcome will be sent to you within 15 working days of the acknowledgement being sent.
7. If you are still dissatisfied with the outcome. Please contact - The Property Ombudsman Milford House, 43-55 Milford Street, Salisbury, Wiltshire SP1 2BP.