



# Client Complaint Policy

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Dorcastle Property Services Ltd

Effective Date: 1<sup>st</sup> April 2025

Review Date: 1<sup>st</sup> April 2026

## 1. Purpose

This policy sets out how Dorcastle Property Services Ltd receives, handles, and resolves client complaints related to our property sourcing services. We are committed to delivering high-quality service and treating every complaint seriously, fairly, and promptly.

## 2. Scope

This policy applies to all clients of Dorcastle Property Services Ltd who use our property sourcing services, including investors, landlords, and buyers.

## 3. Definition of a Complaint

A complaint is any expression of dissatisfaction—whether written or verbal—about a service provided by Dorcastle Property Services Ltd, its staff, partners, or contractors.

## 4. Our Commitment

- Handle complaints promptly and professionally.
- Treat all clients respectfully and fairly.
- Aim for resolution within a reasonable timeframe.
- Use feedback to improve services.

## 5. How to Make a Complaint

Clients may submit a complaint using one of the following methods:

- Email: [info@dorcastleproperty.co.uk](mailto:info@dorcastleproperty.co.uk)
- Phone: 07935 314332
- Post: 7 Victoria Rd, Dorchester, Dorset, DT1 1SB



Complaints should include:

- Full name and contact information
- Property address or reference (if applicable)
- Detailed description of the issue
- Any relevant supporting documentation
- Desired resolution

## 6. Complaint Handling Process

Step	Action	Timeframe
1. Acknowledgment	We will acknowledge receipt of the complaint.	Within 3 working days
2. Investigation	The complaint is reviewed by a senior team member or manager.	Within 5–10 working days
3. Resolution	We aim to provide a formal response and resolution.	Within 10–15 working days
4. Escalation	If unresolved, the complaint can be escalated to senior management or an external dispute resolution body.	As needed

## 7. Escalation & Further Steps

If you are not satisfied with our final response, or more than 8 weeks have passed since the complaint was first made you may escalate the matter to:

The Property Ombudsman

Website: <https://www.tpos.co.uk>

Email: [admin@tpos.co.uk](mailto:admin@tpos.co.uk)

Phone: 01722 333 306

## 8. Record Keeping

All complaints are logged and stored securely for a minimum of six years, in accordance with data protection laws and regulatory requirements.

## 9. Policy Review

This policy will be reviewed annually to ensure compliance with legal standards and industry best practices.