lawsons & daughters

Complaints Procedure

At Lawsons & Daughters, we are dedicated to delivering the highest standards of service. We take all feedback seriously and aim to resolve any concerns promptly, fairly, and transparently. This procedure outlines the steps for raising a complaint and explains how we will investigate and respond to ensure a satisfactory resolution.

Confidentiality and Data Protection

All complaints will be handled confidentially and in accordance with our Data Protection Policy. Your personal information will only be used for the purpose of investigating and responding to your complaint.

Please note that we are only permitted to deal with and discuss the complaint with the complainant or the properly appointed representative of the complainant.

Accessibility

If you require this procedure in another format, or need assistance in making a complaint, please contact us and we will be happy to help.

Lawsons & Daughters is a member of The Property Ombudsman and Propertymark.

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STAGE 1

If you wish to make a complaint, please provide it in writing via email or letter. Clearly outline the details of your complaint, including dates, names of any staff members involved, and copies of any supporting correspondence or documents.

Address: Office 1-02, The Fulham Centre, 20 Fulham Broadway, London SW6 1AH
Email: feedback@ld.london

TIMEFRAME

It is advised to submit your complaint as soon as possible after the issue arises so we can investigate promptly.

STAGE 2

Once received, your complaint will be formally acknowledged and handled in accordance with our internal review procedure.

TIMEFRAME

You will receive an acknowledgement within 3 working days of receiving your complaint.

STAGE 3

Your complaint will be reviewed and investigated by the Office Manager, who will provide a full written response outlining findings and any proposed actions or resolutions.

TIMEFRAME

A full written response will be provided within 15 working days of acknowledgement.

If, for any reason, we require more time to complete our investigation, we will notify you and advise when you can expect a full response.

STAGE 4

If you are not satisfied with the outcome of the initial investigation, you may request that your complaint be escalated for further review. This appeal will be handled by a senior member of the team or a company director who was not previously involved in the matter. They will conduct an impartial review of the original complaint and response before issuing a final decision.

TIMEFRAME

A full written response to your appeal will be provided within 15 working days of your request for escalation.

If additional time is required, we will notify you and advise when to expect a full response.

STAGE 5

If, after receiving our final response, you are still dissatisfied - or if more than eight weeks have passed since your complaint was first submitted without a resolution - you may request an independent review through our property redress scheme or professional body.

The Property Ombudsman
We are a member of The Property Ombudsman, which provides an impartial and free service to consumers. You can contact the scheme directly at:

TIMEFRAME

A referral to the Ombudsman must be made within 12 months of receiving our final written response.

- **Address:** 33 The Clarendon Centre, Salisbury Business Park, Dairy Meadow Lane, Salisbury, Wiltshire, United Kingdom, SP1 2TJ
- **Phone:** 01722 333306
- **Email:** admin@tpos.co.uk
- **Website:** www.tpos.co.uk

Propertymark
If you feel your complaint has not been resolved satisfactorily, you may also refer the matter to Propertymark, our professional body:

- **Address:** Arbon House, 6 Tournament Court, Edgehill Drive, Warwick CV34 6LG
- **Phone:** 01926 496 800
- **Email:** help@propertymark.co.uk
- **Website:** www.propertymark.co.uk