

Complaints Procedure

Dales & Co is committed to providing a high standard of service.

If you wish to make a complaint, please do so in writing by email.

We will acknowledge your complaint within 3 working days and aim to provide a full written response within 15 working days.

If you remain dissatisfied, your complaint can be escalated internally for further review.

If the matter remains unresolved, you may refer your complaint to:

The Property Redress Scheme (PRS)

We are a member of the Property Redress Scheme, and details of how to escalate your complaint will be provided upon request.