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Domus Nova Complaints and Claims Procedures

Domus Nova is required to demonstrate a working complaints system as a member of NAEA and ARLA and to comply with the current Trading Standards legislation.

If you have a complaint, then this document sets out the procedure, which Domus Nova will follow in dealing with that complaint:

1. The manager of the office has been authorised to deal with complaints, and you should not hesitate to contact him/her.
2. Where your complaint is initially made orally, you will be requested to send a written summary of your complaint to the person dealing with it.
3. Once we have received your written summary of the complaint, we will contact you in writing within seven days to inform you of our understanding of the circumstances leading to the complaint. You will be invited to make any comments that you may have in relation to this.
4. Within 21 days of receipt of your written summary, the person dealing with your complaint will write to you, informing you of the outcome of the investigation into your complaint and to let you know what actions have been or will be taken.
5. If you are dissatisfied with any aspect of our handling of your complaint, you should contact the area director who will personally conduct a separate review of your complaint and contact you within 14 days to inform you of the conclusion of this review.

Domus Nova aims to provide the highest standards of service to all landlords and tenants, 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 Mr Max Slaght, Lettings Director of Domus Nova at the address below:

Domus Nova Ltd
17 Kensington Park Road
London
W11 2EU

- The grievance will be acknowledged immediately, investigated thoroughly in accordance with our established in-house procedures and a reply sent to the complainant within seven working days of receipt of the letter.

- If the complainant is dissatisfied with the result of the internal investigation, please contact Mr Arnaud Cheung, Director, at the same address.
- If the complainant still is not satisfied, Domus Nova offers mediation between the complainant and the company.

Domus Nova operates its complaints procedure in accordance with the rules of the NAEA and ARLA Guidelines.