

# **D.B. ROBERTS & PARTNERS LTD**

## **COMPLAINTS PROCEDURE**

If you feel that you have not received an acceptable level of service from us, this is the procedure which we will follow in dealing with your complaint.

1. You should first take the matter up orally with the Manager of the branch office which has given rise to your complaint; a list of Managers names and locations, together with office addresses and telephone numbers is attached. In most cases, the Branch Manager will be able to address your concerns.
2. If you remain dissatisfied after contacting the Branch Manager, then you may submit your complaint in writing to:

Mr Matthew Hill  
D. B. Roberts Property Centre  
6A The Professional Quarter, Shrewsbury Business Park  
Emstrey, Shrewsbury SY2 6LG  
E-mail: admin@dbroberts.co.uk

3. Once we have received your written summary of the complaint, we will respond to you in writing within 10 working days to inform you of our understanding of the circumstances leading to your complaint. You will be invited to make any comments that you may have in relation to this.
4. Your complaint will be investigated and we will do our utmost to send you a formal written outcome of the complaint within 20 working days of receipt of your written summary.
5. If you are still dissatisfied with any aspect of our handling of your complaint, you should write to

Mr W R Brookes  
Chief Executive  
D. B. Roberts Property Centre  
6A The Professional Quarter, Shrewsbury Business Park  
Emstrey, Shrewsbury SY2 6LG  
E-mail: admin@dbroberts.co.uk

detailing the reasons for your dissatisfaction. Mr Brookes will personally conduct a separate and detached review of the complaint and contact you within 15 working days to inform you of the conclusion of this review.

6. If you remain dissatisfied with handling of your complaint, then you may refer it to the Ombudsman for Estate Agents, for independent review. However, the Ombudsman will only review your complaint, once it has completed our own internal complaints procedure.

**N.B Working days are counted as Monday to Friday inclusive, excluding public holidays.**

## List of Branch Office Managers, Addresses and Contact Numbers

**Shrewsbury**     **Steven Dunham**  
3 Market Street,  
Shrewsbury,  
Shropshire,  
SY1 1LE  
Tel: 01743 357032  
Fax: 01743 271252  
E-mail: shrewsbury@dbroberts.co.uk

**Wolverhampton**     **Dawn Dickinson**  
18 Darlington Street,  
Wolverhampton,  
WV1 4HW  
Tel: 01902 427257  
Fax: 01902 710692  
E-mail: wolverhampton@dbroberts.co.uk

**Telford**     **Andrea Scott**  
**Town Centre**     56 Southwater Arcade,  
Telford Shopping Centre,  
Telford,  
TF3 4DE  
Tel: 01952 291722  
Fax: 01952 291 763  
E-mail: telford@dbroberts.co.uk

**Halesowen**     **Dawn Dickinson**  
8 Hagley Road,  
Halesowen,  
West Midlands,  
B63 4RG  
Tel: 0121 5030800  
Fax: 0121 5030101  
E-mail: halesowen@dbroberts.co.uk

**Wellington**     **Matthew Hood**  
8 Church Street,  
Wellington,  
Telford,  
TF1 1DG  
Tel: 01952 256272  
Fax: 01952 244943  
E-mail: wellington@dbroberts.co.uk

**Cannock**     **Steve Schwartz**  
1 – 3 Wolverhampton Road,  
Cannock,  
Staffordshire,  
WS11 1AP  
Tel: 01543 469966  
Fax: 01543 466147  
E-mail: cannock@dbroberts.co.uk

**Oakengates**     **Matthew Hood**  
6 Oxford Street,  
Oakengates,  
Telford,  
TF2 6AA  
Tel: 01952 620021  
Fax: 01952 613100  
E-mail: oakengates@dbroberts.co.uk

**Shifnal**     **Andrea Scott**  
14 Market Place,  
Shifnal,  
Shropshire,  
TF11 9AZ  
Tel: 01952 463982  
Fax: 01952 462607  
E-mail: shifnal@dbroberts.co.uk

**Stafford**     **Steve Schwartz**  
15 Salter Street,  
Stafford,  
ST16 2JU  
Tel: 01785 255800  
Fax: 01785 213965  
E-mail: stafford@dbroberts.co.uk