

DWD Client Complaints Procedure

1. DWD operates a client complaints handling procedure, details of which are set out below:
 - a. Any complaint, whether made verbally or in writing, should be communicated in the first instance to the Director or other members of staff responsible for that client's work or the project concerned. The client may also request that the matter is referred to a different Director of the Company.
 - b. The relevant Director must then notify the complaint to one of the Joint Managing Directors. The relevant Managing Director should first enter the complaint on the Complaints Register.
 - c. Within 5 business days of the receipt of a client complaint, a written acknowledgement will be issued to the client by e-mail (or post if the email address is not known). The relevant Managing Director dealing with the complaint will thereafter endeavour to resolve the issues with the client and will normally provide a written response dealing with the specifics of the complaint and the need for and nature of any further action within 20 business days. If it is not practicable to adhere to that timescale, an alternative timescale will be discussed and agreed with the client.
 - d. If the client is not satisfied with the response received to their complaint, the client may ask for the matter to be referred to the Management Team of the Company for further consideration.
 - e. All communication relating to the complaint, including the final outcome of the complaint, will be recorded in the Company's Complaints Register.
2. In the event that the complaint cannot be resolved, the client will be referred, as appropriate, to either the Royal Town Planning Institute ('RTPI') or Royal Institute of Chartered Surveyors ('RICS') complaints and dispute resolution services.

Definitions

"DWD" means "DWD Property and Planning Limited"

"Company" means "DWD"

A "Joint Managing Director" is a Director of DWD