



Complaints Handling Policy

Direct Marketplace Ltd T/A BuyAssociation

Property Ombudsman ref T00517

Our complaints policy

We are committed to providing a high-quality service to all our clients. When something goes wrong, we need you to tell us about it. This will help us to improve our standards.

If you have a complaint, please contact us with the details. We have four weeks to consider your complaint. If we have not resolved it within this time you may complain to the Property Ombudsman.

What will happen next?

1. We will send you a letter acknowledging receipt of your complaint within three days of receiving it, enclosing a copy of this procedure.
2. We will then investigate your complaint. This will normally involve passing your complaint to our CEO Caroline Marshall-Roberts, who will review your matter file and speak to the member of staff who acted for you.
3. We will write to you again within 21 days of our acknowledgment letter, confirming our final position on your complaint and explaining our reasons.
4. If you are still not satisfied, you can then contact the Property Ombudsman Complaint Enquiries on 01722 333306.

About your complaint. Normally, you will need to bring a complaint to the Property Ombudsman within six months of receiving a final written response from us about your complaint.