



Complaints Procedure

Reeds Rains Folkestone is independently owned by Francis Dumbrell Ltd and trades as Reeds Rains, it prides itself on the level of its customer service. However, occasionally things do go wrong, and you may need to complain. Please see our complaints procedure below.

Residential Estate Agency - Making a complaint

Information for Customers

Reeds Rains is a member of The Property Ombudsman (TPOS) and as such aims to provide the highest standards of service to all our customers. To ensure that your interests are safeguarded, we have a Complaints Process in place. The aim of this process is to resolve any issues or concerns as quickly as possible, although in the majority of cases we hope that matters such as these are resolved at initial contact.

Stage One - Branch

All complaints should, in the first instance, be directed to the Folkestone Branch. They will endeavour to resolve your complaint immediately.

Stage Two - Managing Director or Lettings Manager

If you remain dissatisfied, you may then further your complaint, which must be in writing, to one of the Directors responsible for the company. You must write within one month of receiving the Branch response. Your complaint will be acknowledged within 5 working days of receipt of your letter and provide you with a full written response within 15 working days.

Stage Three

If you remain dissatisfied, you may address your concerns again in writing to the Director within one month of the response. Your letter will be acknowledged within 5 working days of receipt and you will be provided with a final view written response on behalf of the Company within 15 working days of receipt of your letter.

*Directors
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