

**COMPLAINTS FORM**

| <b>PART 1</b>     | <b>GENERAL DETAILS</b> |                    |
|-------------------|------------------------|--------------------|
|                   | Our Details            | Joint Seller/Buyer |
| First Name:       | Title:                 | Title/Name:        |
| Surname:          |                        |                    |
| Address:          |                        | Your Address:      |
| Telephone Number: |                        | Your Tel. No:      |
| Fax:              |                        | Your Fax:          |
| Email:            |                        | Your Email:        |

| I am complaining as (circle YES/NO as appropriate)         |  |
|--|--|
| A successful Seller:- (ie sale been completed)<br>YES / NO | A successful Buyer:- (ie purchase been completed) YES / NO |
| A potential Seller:- (ie sale not completed)<br>YES / NO   | A potential Buyer:- (ie purchase not completed) YES / NO   |

| <b>PART 2</b>                         | <b>THE ESTATE AGENT &amp; PROPERTY CONCERNED</b> |
|---------------------------------------|--|
| Name & Branch Address of Estate Agent |  |
| Address of Property                   |  |



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| <b>PART 4</b>   | <b>THE OUTLINE CASE HISTORY OF MY COMPLAINT</b>   |
|---|---|
| <p>Please give a brief summary of the relevant key events – with dates – of the transaction or dispute with the Domvs</p> <p><b><u>If you are the Seller:</u></b><br/>(or Potential Seller) you may wish to include all or some of the following – as applicable</p> <ul style="list-style-type: none"> <li>• Valuation Process</li> <li>• Agency Agreement</li> <li>• Sales particulars</li> <li>• Marketing of Property</li> <li>• For Sale Boards</li> <li>• Offers rejected/accepted</li> <li>• Communication with Agent</li> <li>• Exchange &amp; Completion</li> <li>• Receipt of Commission Invoice</li> <li>• Problems – Complaints Process</li> </ul> <p><b><u>If you are a Buyer:</u></b><br/>(or Potential Buyer) you may wish to include all or some of the following as applicable</p> <ul style="list-style-type: none"> <li>• Offer made – accepted</li> <li>• Offers satisfactorily handled</li> <li>• Communication with Agent</li> <li>• Exchange &amp; Completion</li> <li>• Problems – Complaint Process</li> <li>• Completed Complaints Process</li> </ul> | <p>This is your chance to tell your side of what happened to explain why you have made your complaint. To help you, some of the actions that you may wish to refer to (either as a buyer or a seller) are shown on the left. Please be as specific with the details as you can (eg dates, times, names)</p> |

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| <b>PART 5</b> | <b>WE ALSO NEED TO KNOW</b>   |                 |
|---------------|---|-----------------|
| 1.            | <b>Final response.</b> Have you received this in writing from Domvs?<br>If NO, you must go back to Domvs and follow the internal Complaints Procedure   | <b>YES / NO</b> |
| 2.            | <b>If you are the Seller.</b> Have you paid Domvs' Commission Fees?<br>If in Part, how much £ .....   | <b>YES / NO</b> |
| 3.            | <b>Goodwill Offer.</b> Has Domvs made one to you?<br>If YES, how much was the offer?<br>Did you accept the offer?<br>If you have accepted in Full & Final settlement we cannot look at your complaint | <b>YES / NO</b> |
| 4.            | <b>Has your dispute been referred to any other body.</b><br>Court of Law. Trading Standards. OFT. NAEA. RICS. Other<br>If Yes, please indicate which body and provide the relevant documentation      | <b>YES / NO</b> |

Client Signature: .....

Date: ...../...../.....

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| <b>PART 6</b>   | <b>I AM PROVIDING THE FOLLOWING SUPPORTING EVIDENCE:</b> |
|---|--|
| <p>Please attach all correspondence between yourself and Domvs that you consider to be relevant</p> | <p>1.</p>  |

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| <b>PART 7</b>   | <b>I WOULD LIKE THE ESTATE AGENT TO:</b> |
|---|--|
| Please state what you think Domvs should do to put things right |  |

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| PART 8   | UNDERTAKING |
|--|-------------|
| <p><b>I WOULD LIKE MY COMPLAINT TO BE CONSIDERED. I UNDERSTAND THAT:</b></p> <ul style="list-style-type: none"><li>• Any personal details that I submit in the context of my complaint may be considered in order to deal with my complaint effectively.</li><li>• You may need to exchange information about my complaint with other organisations (for example, to find out and check important facts relating to my Case). This includes information given in this Complaints Form. It also includes information in any supporting documentation – unless I specifically state otherwise.</li><li>• You publish examples of where things can go wrong, based on actual Cases, but you will always respect my privacy and keep my personal information confidential.</li><li>• Information used in considering my complaint might be retained for statistical analysis, for internal training purposes, as a source of precedents, or to assist in the investigation of future complaints.</li><li>• You handle complaints in a different way from courts – not requiring people to attend in person, but resolving disputes by correspondence and meetings where applicable.</li></ul> <p>Signature .....</p> <p>Date ...../...../.....</p> |             |