



In order that your concerns are addressed as efficiently as possible we would ask that you verbally raise the issue with the relevant area manager for which your concern relates to

Your complaint will be acknowledged within three working days of receipt and an investigation started.

A formal written outcome of the outcome will be sent to you dependent on impact and within a maximum of eight weeks.

The Complaints Officer
 Dendrow International
 37 Southwick St
 London
 W2 1JQ

This complaint will also be acknowledged within three working days of receipt and an investigation started.

A formal written response will be sent to you dependent on impact and within a maximum of eight weeks.

Following the Complaint's Officers investigation, a written statement expressing Dendrow's final view will be sent to you. This will include any offer made. This letter will

confirmation that you are entitled if dissatisfied to refer the matter to the Property Redress Scheme within 12 months for a review.