



Docklands Estates (Wapping) Ltd
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435 The Highway
Wapping
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Tel: 020 7790 7070
Email: mail@docklands-estates.com

Internal Complaints Procedure

We always strive to provide the highest level of service. From time to time however, things can go wrong, and we are sorry if this is the case.

Your view is important to us. Not only does it allow us to provide additional support and put things right where needed, but it is this feedback that helps us to improve our service going forwards.

Stage One

If you have a complaint regarding the service you have received please put your concerns in writing, preferably an email, and address it to mail@docklands-estates.com.

We will send you an email acknowledging your complaint within 5 working days; we may ask you to confirm, explain or evidence any of the details set out in your complaint.

Your complaint will be explored and responded to within 14 days of the acknowledgement email or within 14 days of receipt of requested information.

Stage Two

If you remain dissatisfied with the outcome of Stage One, please email magnus.davey@docklands-estates.com and let us know the reasons why you are dissatisfied.

You will be sent an acknowledgement email within 3 working days and your complaint will be reviewed.

A full investigation will take place by senior management and a letter will be sent confirming our final viewpoint. This will be within 21 days of the acknowledgement email.

Stage Three

In the unlikely event that you remain unhappy with the final response to your complaint, you can write to The Property Redress Scheme (PRS) within 12 months of your formal complaint. Our PRS membership number is: PRS031404; for further information, please visit info@prs.co.uk