



**Nock Deighton (1831) Ltd
Complaints Handling**

Recognising its obligations for the prompt and effective handling of complaints and in order to meet legislation introduced with effect from the 1st October 1998, the following basic complaints policy was introduced by Nock Deighton, and is periodically reviewed. The latest review having been made on the 5th February 2026.

This document sets out the procedure which we will follow in dealing with any complaint. A person has been appointed in each of our offices to deal with complaints and you should not hesitate to contact the relevant person. Details are set out below:-

<p>Residential Sales Complaints:</p> <p>Bridgnorth Mr Andrew Ainge Sales Director Nock Deighton Old Smithfield 34-35 Whitburn Street Bridgnorth Shropshire WV16 4QN Tel 01746 767767</p> <p>Worcestershire & Stourbridge Mr Chris Kemp Sales Director Nock Deighton James Preston House, Waterloo Street Kidderminster DY11 7FQ Tel 01562 745082</p> <p>Ludlow & Cleobury Mortimer Mr Chris Kemp Sales Director Nock Deighton 12 Bull Ring Ludlow, Shropshire SY8 1AD Tel 01584 875555</p>	<p>Residential Lettings & Property Management Complaints for the following offices:</p> <p>Bridgnorth Mrs Laura Carlon Nock Deighton Old Smithfield 34-35 Whitburn Street Bridgnorth Shropshire WV16 4QN Tel 0800 0612805</p> <p>Worcestershire & Stourbridge Mrs Laura Carlon Nock Deighton James Preston House Waterloo Street Kidderminster DY11 7FQ Tel 0800 0612805</p> <p>Ludlow & Cleobury Mortimer Mrs Laura Carlon Nock Deighton 12 Bull Ring Ludlow Shropshire SY8 1AD Tel 0800 0612805</p>
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Telford & Newport

Mrs Hannah Brown
 Sales Director
 Nock Deighton
 7 Pearson Road
 Central Park, Telford
 Shropshire
 TF2 9TX
 Tel 01952 292300

Ironbridge & Shrewsbury

Mrs Hannah Brown
 Sales Director
 Nock Deighton
 24 High Street
 Ironbridge
 Shropshire
 TF8 7AD
 Tel 01746 767767

Land & New Homes Department

Mr Andrew Ainge
 Sales Director
 Nock Deighton
 Old Smithfield
 34-35 Whitburn Street
 Bridgnorth
 Shropshire
 WV16 4QN
 Tel 01746 767767

Telford & Newport

Mrs Laura Carlon
 Nock Deighton
 7 Pearson Road
 Central Park, Telford
 Shropshire
 TF2 9TX
 Tel 0800 0612805

Ironbridge & Shrewsbury

Mrs Laura Carlon
 Nock Deighton
 24 High Street
 Ironbridge
 Shropshire
 TF8 7AD
 Tel 0800 0612805

Lettings & Property Management Departments

Mrs Laura Carlon
 Nock Deighton
 7 Pearson Road
 Central Park
 Telford
 Shropshire
 TF2 9TX
 Tel 0800 0612805

Survey & Valuation Complaints:

Mrs Dawn Clarke, Managing Director
 (Contact details below)

Where your complaint is initially made orally, you will be requested to send in a signed, written summary of your complaint to the person dealing with it.

Once we have received your written summary, we will contact you in writing within three days to inform you of our understanding of the circumstances leading to your complaint. You will be invited to make any comments that you may have in relation to this.

Within fifteen days of receipt of your written summary, the person dealing with your complaint will write to you, to inform you of the outcome of the investigation into your complaint and to let you know what actions have been or will be taken. If you are dissatisfied with any aspect of our handling of your complaint, you should contact:-

Mrs Dawn Clarke FARLA
 Managing Director

Nock Deighton
Old Smithfield, 34-35 Whitburn Street
Bridgnorth, Shropshire
WV16 4QN
d.clarke@nockdeighton.co.uk
Tel 01746 767767

Dawn Clarke will then personally conduct a separate review of your complaint and contact you within fourteen days to inform you of the conclusion of this review. With any aspect of the handling of your complaints, we will attempt to resolve these promptly through negotiations. If the complaint has still not been resolved to your satisfaction, we agree to the referral of your complaint to an approved body. Any referral to an approved body should be made within 12 months of having received a final answer from Dawn.

Depending upon the nature of the complaint, it may be referred to The Property Ombudsman:-

The Property Ombudsman
Milford House
43-55 Milford Street
Salisbury
Wiltshire
SP1 2BP

Generally The Property Ombudsman handles complaints relating to:-

- Residential Property Sales
- Residential Lettings and Residential Property Management (excluding matters relating to Tenancy deposits which are handled by The Disputes Service)
- Commercial Property Sales - generally for Commercial property under £3m

For Business to Business Complaints:-

We would seek to resolve the matters by discussion and alternatively to enter into mediation with you; in accordance with the Centre for Dispute Resolution Model, Mediation Procedure or the Mediation process operated by the Royal Institution of Chartered Surveyors. In this respect we would refer you initially to:-

Dawn Clarke FARLA
Managing Director
Nock Deighton
Old Smithfield
34-35 Whitburn Street
Bridgnorth
Shropshire
WV16 4QN
d.clarke@nockdeighton.co.uk
Tel 01746 767767

The complaint may ultimately be referred to:-

Surveyors and Valuers Arbitration Scheme operated by the Chartered Institute of Arbitrators, 24 Angel Gate, City Road, London. EC1V 2RS from whom the details of the scheme may be obtained.

Please note the various professional bodies are unable to investigate any complaint until the internal complaints procedure has been exhausted.