



**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 5<sup>th</sup> September 2023.

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><b>Residential Sales Complaints:</b></p> <p>Mr Andrew Ainge Sales Director Nock Deighton Bridgnorth Old Smithfield 34-35 Whitburn Street Bridgnorth Shropshire WV16 4QN Tel 01746 767767</p> <p>Mr Chris Kemp Sales Director Nock Deighton Worcestershire &amp; Stourbridge James Preston House, Waterloo Street Kidderminster DY11 7FQ Tel 01562 745082</p> <p>Mr Chris Kemp Sales Director Nock Deighton Ludlow &amp; Cleobury Mortimer 12 Bull Ring Ludlow, Shropshire SY8 1AD Tel 01584 875555</p>	<p><b>Residential Lettings &amp; Property Management Complaints for the following offices:</b></p> <p>Mrs Dawn Clarke Nock Deighton Bridgnorth Old Smithfield 34-35 Whitburn Street Bridgnorth Shropshire WV16 4QN Tel 0800 0612805</p> <p>Mrs Dawn Clarke Nock Deighton Worcestershire &amp; Stourbridge James Preston House Waterloo Street Kidderminster DY11 7FQ Tel 0800 0612805</p> <p>Mrs Dawn Clarke Nock Deighton Ludlow, Cleobury Mortimer 12 Bull Ring Ludlow Shropshire SY8 1AD Tel 0800 0612805</p>
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Mrs Hannah Brown  
Associate Director  
Nock Deighton  
Telford & Newport  
7 Pearson Road  
Central Park, Telford  
Shropshire  
TF2 9TX  
Tel 01952 292300

Mr Andrew Ainge  
Sales Director  
Ironbridge & Shrewsbury  
Nock Deighton  
24 High Street  
Ironbridge  
Shropshire  
TF8 7AD  
Tel 01746 767767

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

Mrs Dawn Clarke  
Nock Deighton  
Telford & Newport  
7 Pearson Road  
Central Park, Telford  
Shropshire  
TF2 9TX  
Tel 0800 0612805

Mrs Dawn Clarke  
Ironbridge & Shrewsbury  
Nock Deighton  
24 High Street  
Ironbridge  
Shropshire  
TF8 7AD  
Tel 0800 0612805

Mrs Dawn Clarke  
Lettings & Property Management Departments  
Nock Deighton  
7 Pearson Road  
Central Park  
Telford  
Shropshire  
TF2 9TX  
Tel 0800 0612805

#### Survey & Valuation Complaints:

**Mr Michael Nettleton**  
(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:-

**Michael Nettleton** BA BSc MNAEA ARLA  
Chairman  
Nock Deighton  
Old Smithfield, 34-35 Whitburn Street  
Bridgnorth, Shropshire  
WV16 4QN  
[admin.team@nockdeighton.co.uk](mailto:admin.team@nockdeighton.co.uk)  
Tel 01746 767767

Michael Nettleton 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 Michael.

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:-

Michael Nettleton  
Nock Deighton  
Old Smithfield  
34-35 Whitburn Street  
Bridgnorth  
Shropshire  
WV16 4QN  
[admin.team@nockdeighton.co.uk](mailto:admin.team@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.**