



COMPLAINTS HANDLING PROCEDURE

Dolce Vita Limited trading as Dolce Vita – Luxury Real Estate

Version 2.0 · 15 August 2026 · Review annually

We are committed to providing a professional service to all our clients and customers. When something goes wrong we need you to tell us about it, so that we can put it right and improve our standards.

HOW TO MAKE A COMPLAINT

Please put your complaint in writing, with as much detail as possible, and address it to:

The Managing Director

Dolce Vita – Luxury Real Estate

Berkeley Square House, Berkeley Square, Mayfair, London W1J 6BD

Or by email to **contact@dolcevita.vip**.

WHAT WILL HAPPEN NEXT

1. We will send you a letter acknowledging receipt of your complaint within **three working days** of receiving it, enclosing a copy of this procedure.
2. We will then investigate your complaint. This will be dealt with by **Chris Dawson, Director**, who will review your file and speak to the member of staff who dealt with you. A formal written outcome of our investigation will be sent to you within **fifteen working days** of the acknowledgement letter.
3. If you are still not satisfied at that stage, please contact us again and we will arrange for a separate review by **Hanane Dawson, Managing Director**, who will not have been involved in the first investigation.
4. We will write to you within **fifteen working days** of receiving your request for a review, confirming our final viewpoint on the matter.

REFERRING YOUR COMPLAINT TO THE PROPERTY OMBUDSMAN

If you remain dissatisfied once we have given you our final viewpoint, you may refer your complaint to The Property Ombudsman for an independent review:

The Property Ombudsman Ltd

Milford House, 43–55 Milford Street, Salisbury, Wiltshire SP1 2BP

Telephone 01722 333 306 · www.tpos.co.uk

Our membership number is **D13047**.

Please note

- You must submit your complaint to The Property Ombudsman **within twelve months** of receiving our final viewpoint letter, including any evidence to support your case.



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- The Property Ombudsman requires that all complaints are addressed through this in-house procedure before being submitted for an independent review.
 - If we have not sought to address your complaint within **eight weeks**, you may be able to refer it to The Property Ombudsman without waiting for our final viewpoint.

CLIENT MONEY PROTECTION AND REGULATION

Client money is protected under the Propertymark Client Money Protection Scheme, company reference C0139530. We are members of ARLA Propertymark and NAEA Propertymark, and are registered with the Information Commissioner's Office under reference ZA157987.