

LEE & BRONSKI  
PROPERTY FOR SALE IN CENTRAL EUROPE

LEE & BRONSKI  
**COMPLAINTS PROCEDURE**

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## Complaints Procedure of Lee & Bronski

This website has been produced by Lee & Bronski sp. z o. o. (Limited Company) which is registered in the National Court Register in Wroclaw at no. 0000907917, with fiscal number PL8971893080, statistical number 38928836, with business offices at 3rd floor, 12 Saint Anthony's Street in Wroclaw, Poland.

Our support staff are available to speak to you five days a week on +48 717 106 625. Most customers' concerns can be resolved by our Customer Support staff, who will do all they can to help. If they are unable to do so the complaint will be passed to a specialist team for investigation.

If you prefer, you can write to us at:

Lee & Bronski sp. z o. o.

12/8 sw. Antoniego, Wroclaw 50-073, Poland.

Alternatively contact us by email to [contact@leebronski.com](mailto:contact@leebronski.com).

To help us investigate your complaint as quickly and efficiently as possible, please provide us with your name and address, a daytime telephone number on which we can contact you, and if contacting us in writing, your account details. Please provide a clear description of your complaint, and what you would like us to do to resolve it. We will acknowledge receipt of your complaint within five business days and we will endeavour to resolve your complaint within 28 days. However, from time to time, it may be necessary to carry out further investigation to ensure we fully resolve your complaint. If this occurs we may require the maximum of eight weeks from the date of receipt of your complaint before we respond to you, we will keep you updated on the progress of your complaint.

In the unlikely event that we are unable to resolve your complaint within eight weeks of receipt, or if you are not satisfied with our final response, you can contact:

(1) the Financial Ombudsman Service at  
Department of Client Protection (KNF) & Department  
of Market Practices

ul. Piękna 20, skr. pocztowa 419, 00-549 Warszawa  
e-mail: [sygnaly@knf.gov.pl](mailto:sygnaly@knf.gov.pl)

(2) the General Inspectorate of Data Protection at  
Urząd Ochrony Danych Osobowych

Address: ul. Stawki 2, 00-193 Warszawa

[kancelaria@uodo.gov.pl](mailto:kancelaria@uodo.gov.pl)

Phone: +48 606 950 000