

JACKSON-STOPS

JSS (South East) Ltd

Procedure for Complaints Handling

If you have a complaint the following sets out the procedure we will adopt in dealing with the matter:-

1. The person dealing with your case whom you should contact in the first instance is:-

Alastair Hancock
Jackson-Stops
52 High Street
Sevenoaks
Kent TN13 1JG
2. Where your complaint is made orally, you will be requested to confirm the issues in writing.
3. Once we have received your written summary, we will respond in writing within three working days confirming our understanding of the circumstances leading to your complaint and inviting further comments.
4. Within fifteen working days of receiving your written summary, the person dealing with your case will inform you, in writing, of the outcome of the investigation into your complaint and let you know what action, if any, has been or will be taken.
5. If you are dissatisfied with any aspect of our handling of your complaint, you should contact the Chairman for the time being of the JS Group whose name and address will be provided on request. He will personally conduct a separate review of your complaint and contact you within fifteen working days to inform you of the conclusion of this review.
6. Following the conclusion of our investigation, a written statement of our final view, including any offer made, will be sent to the Complainant. This letter will also tell the Complainant how the matter can be referred to The Property Ombudsman.

If you remain dissatisfied, you can then contact The Property Ombudsman to request an independent review:

The Property Ombudsman Ltd
Milford House
43-45 Milford Street
Salisbury
Wiltshire SP1 2BP

01722 333 306
www.tpos.co.uk

Please note the following:

- You will need to submit your complaint to The Property Ombudsman within 12 months of receiving our final view letter, including any evidence to support your case.

- The Property Ombudsman requires that all complaints are addressed through this in-house complaints procedure, before being submitted for an independent review.
7. In the event a complaint may give rise to a claim under our Professional Indemnity Insurance Policy we will be under an obligation to notify our Insurers at an early stage in which case the above stated procedures can only be implemented with their authority.
 8. Certain complaints may give rise to an action at law in which case the above stated procedures can only be implemented entirely without prejudice to the legal rights of the respective parties.