

JP Executive Lettings & Sales Ltd

Internal Complaints Procedure

At JP Executive Lettings & Sales Ltd, we are committed to providing a professional service with excellent customer service as a standard to all our Clients and Customers. There may, however, be an occasion where we fall short on delivering excellent customer service and something goes wrong and it is important that if this happens, you tell us about it. This will help us to improve our standards.

If you have a complaint, you can tell us in person, over the telephone but it is much better for you to put it in writing, which can be by letter or by email, including as much detail as possible. We will then respond in line with the timeframes set out below (if you feel we have not sought to address your complaints within eight weeks, you may be able to refer your complaint to the Property Ombudsman to consider without our final viewpoint on the matter).

What will happen next?

- We will send you an acknowledgement letter, either by post or email, within three working days of receiving your complaint and also enclose a copy of this procedure, if you have not already received a copy.
- We will then investigate your complaint. This may involve us making contact with you to obtain additional information or evidence to substantiate your complaint but will involve us reviewing our records thoroughly. The investigation will be completed by the Director of JP Executive Lettings & Sales Ltd. Once complete, we will provide you with a written outcome of our investigation, known as our Final Viewpoint Letter and this will be sent to you within 15 working days of sending the acknowledgement letter.
- If you are not satisfied with the outcome we have provided and we have not been able to resolve your concerns to your satisfaction, or more than 8 weeks has elapsed since the complaint was first made, you can request an independent review from The Property Ombudsman. The contact details are:

The Property Ombudsman
Milford House
43-55 Milford Street
Salisbury
Wiltshire
SP1 2BP
T: 01722 333 306
E: admin@tpos.co.uk
W: 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 Viewpoint 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.