

## COMPLAINTS PROCEDURE

JAKS & CO AIMS TO PROVIDE A PROFESSIONAL STANDARD OF SERVICE TO ALL CLIENTS. TO ENSURE THAT WE MAINTAIN THESE STANDARDS AND TREAT CLIENTS FAIRLY, WE HAVE A TWO-STAGE COMPLAINT PROCEDURE. WE WILL ALWAYS STRIVE TO DEAL WITH YOUR COMPLAINT QUICKLY AT STAGE ONE. HOWEVER, IF IT IS CLEAR THE MATTER WILL NEED A MORE DETAILED INVESTIGATION, WE WILL TELL YOU AND KEEP YOU UPDATED ON OUR PROGRESS.

### COMPLAINTS PROCEDURE

CLIENTS CAN REGISTER A COMPLAINT IN WRITING OR BY EMAIL.

#### STAGE ONE

- WE WILL ENDEAVOUR TO ACKNOWLEDGE RECEIPT OF YOUR COMPLAINT WITHIN THREE WORKING DAYS.
- WE AIM TO RESPOND TO YOUR COMPLAINT WITHIN FIFTEEN WORKING DAYS FROM RECEIPT. IF WE ARE UNABLE TO DO THIS WE WILL ADVISE YOU OF THE DELAYS AND KEEP YOU UPDATED ON PROGRESS.
- IF YOU ARE DISSATISFIED WITH OUR RESPONSE AT STAGE ONE, YOU CAN ASK US TO CONSIDER YOUR COMPLAINT AT STAGE TWO.

#### STAGE TWO

- WE WILL LOOK AT YOUR COMPLAINT AT STAGE TWO IF YOU INDICATE IN WRITING THAT YOU ARE DISSATISFIED WITH THE RESPONSE YOU HAVE RECEIVED AT STAGE ONE.
- WE WILL ENDEAVOUR TO ACKNOWLEDGE RECEIPT OF YOUR REQUEST TO MOVE TO STAGE TWO WITHIN THREE WORKING DAYS.
- WE AIM TO RESPOND TO YOUR COMPLAINT AT STAGE TWO WITHIN FIFTEEN WORKING DAYS FROM RECEIPT OF YOUR REQUEST. IF WE ARE UNABLE TO DO THIS WE WILL ADVISE YOU OF THE DELAYS AND KEEP YOU UPDATED ON PROGRESS. WE WILL PROVIDE YOU WITH A FINAL WRITTEN STATEMENT, AND IF APPLICABLE, AN OFFER AS TO FURTHER ACTION INTENDED TO SATISFY THE MATTER.
- IF YOU ARE DISSATISFIED WITH OUR RESPONSE AT STAGE TWO, WE WILL ADVISE YOU OF YOUR RIGHT TO CONTACT OUR INDEPENDENT REDRESS SCHEME.
- OUR COMPLAINTS PROCEDURE MUST BE FOLLOWED BEFORE OUR INDEPENDENT REDRESS SCHEME WILL CONSIDER YOUR COMPLAINT.

#### INDEPENDENT REDRESS SCHEME

FOR ADVICE OR HELP WITH MAKING A COMPLAINT YOU MAY CALL OR WRITE TO THE PROPERTY OMBUDSMAN, MILFORD HOUSE, 43-55 MILFORD STREET, SALISBURY, WILTSHIRE, SP1 2BP ON 01722 333 306.

IF YOU ARE STILL NOT SATISFIED AFTER THE LAST STAGE OF THE IN-HOUSE COMPLAINT PROCEDURE (OR MORE THAN 8 WEEKS HAS ELAPSED SINCE THE COMPLAINT WAS FIRST MADE) YOU CAN REQUEST AN INDEPENDENT REVIEW FROM THE PROPERTY OMBUDSMAN WITHOUT CHARGE.

**THE PROPERTY OMBUDSMAN  
MILFORD HOUSE  
43-55 MILFORD STREET  
SALISBURY  
WILTSHIRE  
SP1 2BP  
01722 333 306**

**ADMIN@TPOS.CO.UK**

**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 COMPLAINT PROCEDURE, BEFORE BEING SUBMITTED FOR AN INDEPENDENT REVIEW.**