

COMPLAINTS PROCEDURE

We pride ourselves on providing the highest standard of service to all leaseholders and residents, operating in line with the RICS Service Charge Residential Management Code. When something goes wrong, we need you to tell us about it. This will help us to improve our standards. In the interest of good customer service, we have adopted the following procedure for dealing with complaints. This procedure is appropriate to our firm's size and structure.

1. Locally-based office staff will deal with day-to-day problems on a one-to-one basis. In the first instance, you should attempt to resolve any issue with your Estate Manager.
2. If you wish to make a formal complaint, i.e. 'I'm not satisfied with the standard of your work and I wish to make a formal complaint', then please put your complaint in writing, including as much detail as possible and referencing any related documents (eg. your lease). Please quote your client reference number which appears on any correspondence we send you and has the following form: 000/000. Send your written complaint to: **Office Manager, J M Estates, Bagshot Road, Bracknell, Berkshire RG12 9SE.**
3. We will send you a letter acknowledging receipt of your complaint within 3 working days of receiving it, enclosing a copy of this procedure.
4. We will then investigate the complaint. This will normally be dealt with by the office manager who will review your file and speak to the member of staff dealing with you. A formal written outcome of our investigation will be sent to you within 15 working days of sending the acknowledgement letter.
5. If, at this stage, you are still not satisfied, you may contact us again and we will arrange for a separate review to take place by a senior member of staff. Send your written request to: **Managing Director, J M Estates, Bagshot Road, Bracknell, Berkshire RG12 9SE.**
6. We will write to you within 15 working days of receiving your request for a review, confirming our final viewpoint on the matter.
7. If you remain dissatisfied, you can then contact The Property Ombudsman to request an independent review:

The Property Ombudsman Ltd
Milford House
43-55 Milford Street
Salisbury
Wiltshire
SP1 2BP
Tel: 01722 333306
Website: www.tpos.co.uk
Email: admin@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.

Updated: August 2017