

COMPLAINTS POLICY FOR

**JACKSONS
193 CHURCH ROAD
HOVE
BN3 2AB**

- Jacksons view complaints as an opportunity to learn and improve for the future as well as an opportunity to put things right for the person (or organisation) that has made the complaint.

OUR POLICY IS

- To provide a fair complaints procedure which is clear and easy to use for anyone wishing to make a complaint.
- To publicise the existence of our complaints procedure so that people know how to contact us to make a complaint.
- To make sure everyone at Jacksons knows what to do if a complaint is received.
- To make sure all complaints are investigated in a timely and fair way.
- To make sure that complaints are, wherever possible, resolved and that relationships are repaired.
- To gather information which will help us to improve what we do.

DEFINITION OF A COMPLAINT

- A complaint is any expression of dissatisfaction, whether justified or not, about any aspect of Jacksons

WHO MAY COMPLAIN

Complaints may come from lessees, company members, freeholders, tenants or any person or organisation which has a legitimate interest in the way that Jacksons conduct their management or any other relevant aspect of Jacksons business.

A complaint can be made at a meeting, by phone, email or in writing or informally if preferred but this would not affect your right to make a formal complaint should an informal meeting not resolve your concerns.

This policy does not cover complaints from Jacksons staff who should use Jacksons Discipline and Grievance policies.

CONFIDENTIALITY

All complaint information will be handled sensitively, telling only those who need to know and in accordance with any relevant General Data Protection Regulations (GDPR) requirements.

RESPONSIBILITY

Overall responsibility for this policy and its implementation lies with the Senior Partner, Gary Pickard.

This policy is reviewed regularly and updated as required.



193 Church Road, Hove, BN3 2AB
Email: info@jacksonsproperties.co.uk
Tel: 01273 328556

IN-HOUSE COMPLAINTS PROCEDURE

We are committed to providing a professional service to all our clients and customers. When something goes wrong, we need you to tell us about it. This will help us to improve our standards.

If you have a complaint, please put it in writing to our office address (as above) 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 a letter acknowledging receipt of your complaint within three working days of receiving it, enclosing a copy of this procedure.
- We will then investigate your complaint. This will normally be dealt with by the office manager who will review your file and speak to the member of staff who dealt with you. A formal written outcome of our investigation will be sent to you within 15 working days of sending the acknowledgement letter.
- If, at this stage, you are still not satisfied, you should contact us again and we will arrange for a separate review to take place by a senior member of staff.
- We will write to you within 15 working days of receiving your request for a review, confirming our final viewpoint on the matter.
- 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 complaints procedure, before being submitted for an independent review.