

Complaints Handling Procedure for Estate Agency, Lettings and Property Management Clients

Introduction

This document sets out the Alex Jones Sales & Lettings Ltd formal written complaints procedure for handling complaints speedily and fairly for those customers of the Estate Agency, Lettings, or Property Management Departments.

Whilst every effort is made to ensure that a report produced by Alex Jones is compliant with The PRS if you feel we have not satisfied these requirements, then we (Alex Jones Sales & Lettings LTD) will follow the procedure detailed here to try and ensure your query is fully resolved.

If we are unable to resolve your query to your satisfaction this document also explains the process to apply to a third party adjudicator, The Property Redress Scheme.

1. Initial Contact

Your written complaint will be recorded and where appropriate, contact will be made within 48 hours (2 working days) by the Complaints officer (Please refer to contacts at the end of this document) in the form of an acknowledgment letter to the address stated as your main residence.

You will also receive in the post a copy of the procedure to refer the complaint ultimately to The Property Redress Scheme.

2. Investigation

Depending on the nature of the complaint a full investigation will be arranged within the areas where Alex Jones Sales & Lettings Ltd has provided a service.

We will respond in writing within 14 working days through a letter to the registered correspondence address of the progress of the complaint and our findings and/or advise if the process of investigation will take longer.

We would expect to respond no later than 14 working days from the date of the initial letter from you.

There may be exceptional circumstances where we are unable to respond within 14 working days, but we will keep you fully informed of progress either through

telephone, e-mail or letter, you will receive a response at the very latest within eight weeks.

The final decision will be sent to you in an e-mail or letter to the registered address, as appropriate.

3. Response

If you are not satisfied with the final outcome, you may refer the complaint to The Property Redress Scheme Adjudication Scheme. Consumers should be aware that they have 12 months to refer a complaint to The Property Redress Scheme, and contact details are below.

We will cooperate fully with the independent adjudicator during the resolution investigation and comply with any decision.

4. Contacts

Complaints

Mr Carl King
92 Penny Meadow
Ashton Under Lyne
OL6 6EP

Email: carl@alex-jones.co.uk

Property Redress Scheme

Premiere House,
1st Floor,
Elstree Way,
Borehamwood,
WD6 1JH.