

At Jory Estates we are committed to providing all our clients with a professional service. If something goes wrong, we need you to tell us about it so we can put this right and improve our standards. If you have a complaint, please put this in writing, 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).

Our process will be as below:

- We will send you a letter to acknowledge receipt of your complaint within three working days of receiving this, enclosing a copy of this procedure.
- We will then thoroughly investigate your complaint. This will normally be dealt with by the operations 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 after the above steps have been carried out, you remain dissatisfied, you can then contact The Property Ombudsman to request an independent review as below:

THE PROPERTY OMBUDSMAN LTD
Milford House, 43 - 55 Milford Street, Salisbury, Wiltshire, SP1 2BP
01722 333306 admin@tpos.co.uk

Please note: You must 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 procedure before being submitted for an independent review.