



Gough Lodge, Main Road, Duston, Northampton NN5 6JJ

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E · headoffice@jacksongrundy.co.uk

COMPLAINTS PROCEDURE

How to Complain

In the first instance, wherever possible, complaints should be raised with the Branch Manager of the office with which you are dissatisfied.

Complaints received by a Branch Manager will be acknowledged within 3 working days of receipt by reciprocal communication, i.e. if the complaint is made by email our acknowledgment will be via email.

Thereafter a response will be provided within 15 working days of the date of complaint acknowledgment.

What Happens Next

If the Branch Manager is unable to resolve your complaint or you remain dissatisfied with their response, you may escalate your complaint by putting it in writing to Head Office:-

By post to: Head Office, Gough Lodge, Main Road, Duston, Northampton NN5 6JJ

By email to: headoffice@jacksongrundy.co.uk

All complaints received will be acknowledged within 3 working days of receipt by reciprocal communication, i.e. if the complaint is made by email our acknowledgment will be via email. *

Head Office will request the relevant file from the appropriate office and carry out a detailed investigation. Such investigations will be carried out by a senior member of staff not directly involved with the transaction.

A detailed response/outcome of our findings will be provided in writing within 15 working days of the date of complaint acknowledgement. *

If You Remain Dissatisfied

If you inform us that you are unhappy with the outcome of the investigation by Head Office, we will arrange for a separate review of your complaint to be made by another member of senior staff not directly involved with the transaction.

The outcome of this review will be deemed as our final view and provided in writing within 15 working days. *

All complaint responses considered to be final, will include details of how to refer the matter to The Property Ombudsman and Propertymark, noting that any such referral must be made within 12 months of our final view correspondence.

Referring Your Complaint to The Property Ombudsman

If you remain dissatisfied following our final view correspondence, you may refer your complaint to The Property Ombudsman (TPO), free of charge, provided you do so within 12 months of the date of that correspondence. TPO can be contacted as follows:

Post	The Property Ombudsman, Unit 159756, PO Box 7169. Poole, BH15 9EL
Website	www.tpos.co.uk
Telephone	01722 333 306
Email	admin@tpos.co.uk

You may also refer your complaint to Propertymark, details of which are available on request.

** If there are mitigating circumstances for not being able to meet our aim to effectively respond and resolve complaints within the above described timescales, the complainant will be contacted accordingly, informed of the reason(s) why and given appropriate revised timescales.*

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