



## **IN-HOUSE COMPLAINTS PROCEDURE**

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### **COMPANY NAME**

JS (Burnham Market) Limited t/a Jackson-Stops

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### **REFERENCE**

TPOS: T02318

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### **DATE**

Last revised: 9<sup>th</sup> January 2023



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## INTRODUCTION

We are committed to providing a professional service to all of 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, including as much detail as possible.

By post: David Lambert, Jackson-Stops, 4 Emma's Court, Burnham Market, Norfolk, PE31 8HD

And/or;

By email: david.lambert@jackson-stops.co.uk

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).

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## WHAT WILL HAPPEN NEXT?

1. We will send you a letter acknowledging receipt of your complaint within 3 working days of receiving it, enclosing a copy of this procedure.
2. We will then investigate your complaint. This will normally be dealt with by a Partner who will review your file and speak to the member/s 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, informing you of what action, if any has been or will be taken.
3. If you are dissatisfied with any aspect of our handling of your complaint you should contact the Chairman of the Jackson-Stops Consortium whose name and address will be provided to you on request. He will personally conduct a separate review of your complaint and contact you within 15 working days to inform you of the conclusion of this review.
4. Following the conclusion of our investigation, a written statement of our final view, including any offer made, will be sent to the Complainant. This letter will also tell the Complainant how the matter can be referred to The Property Ombudsman, pointing out that any such referral by the Complainant must be made within 12 months of our final view.
5. In the event a complaint may give rise to a claim under our Professional Indemnity Insurance Policy we will be under an obligation to notify our Insurers at an early stage in which case the above stated procedures can only be implemented with their authority.
6. Certain complaints may give rise to an action at law in which case the above stated procedures can only be implemented entirely without prejudice to the legal rights of the respective parties.

If you remain dissatisfied, you can then contact The Property Ombudsman to request an independent review – details are on the following page.

*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 our in-house complaints procedure, before being submitted for an independent review.



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## THE PROPERTY OMBUDSMAN

Our membership number for JS (Burnham Market) is T02318

<https://www.tpos.co.uk/consumers/how-to-make-a-complaint>

The Property Ombudsman Ltd  
Milford House  
43-45 Milford Street  
Salisbury  
Wiltshire  
SP1 2BP  
01722 333 306  
[www.tpos.co.uk](http://www.tpos.co.uk)