

Howland Jones Customer Complaints Procedure

At Howland Jones, the service we offer to you is important to us. If you feel that you have a complaint about Howland Jones the following procedure is in place to help you resolve it.

Stage 1

For lettings, please write to the Lettings Manager Fiona Doody and for sales, the Senior Valuer/Sales Manager Rebecca Macdonald, stating the reasons for your complaint. You will receive a written acknowledgement within three working days of receipt of your complaint and a full written response to your complaint within 15 working days, from the initial receipt date.

If the nature of your complaint is such that we need further time to consider it, we will contact you and let you know the reason for the delay.

Stage 2

If you are not satisfied with the outcome of your complaint at Stage 1, you can refer the matter to the Managing Director, Tim Crowch, who will review your complaint and the response sent at Stage 1.

You should outline the reasons you are not satisfied with the response to your complaint at Stage 1. You will receive a written final view response within 15 working days from the date of escalation to stage 2.

Stage 3

If you are still not satisfied with the outcome of your complaint at Stage 2, you can refer the matter to:

The Property Ombudsman
Milford House
43-55 Milford Street
Salisbury
Wiltshire SP1 2BP

Complaint Enquiries: 01722 333306

The Property Ombudsman will review your complaint and the responses sent at Stages 1 and 2. Your complaint must be received by The Property Ombudsman no later than 12 months from the date of the Stage 2 response from Howland Jones.

You should outline the reasons you are not satisfied with the responses from Howland Jones to your complaint. You will receive a response within the timescales set by The Property Ombudsman at <http://www.tpos.co.uk>

Howland Jones Ltd
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