

JACKSON-STOPS

JSS North Devon Ltd

Procedure for Complaints Handling

If you have a complaint the following sets out the procedure we will adopt in dealing with the matter:-

1. The person dealing with your case whom you should contact in the first instance is:-
James Carroll, Jackson-Stops, 27 Boutport Street, Barnstaple, EX31 1RP
2. Where your complaint is made orally you will be requested to confirm the issues in writing.
3. Once we have received your written summary we will respond in writing within three days confirming our understanding of the circumstances leading to your complaint and inviting further comments.
4. Within fifteen working of receiving your written summary the person dealing with your case will inform you in writing of the outcome of the investigation into your complaint and let you know what action, if any, has been or will be taken.
5. If you are dissatisfied with any aspect of our handling of your complaint you should contact the Chairman for the time being of the JSS Consortium whose name and address will be provided on request. He will personally conduct a separate review of your complaint and contact you within fifteen working days to inform you of the conclusion of this review.
6. Following the conclusion of our investigation, a written statement of our final view, and 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.
7. We follow The Property Ombudsmen Best Practice Guidelines. If you are not satisfied with the outcome, you can contact them and their details can be found below.
8. 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.
9. 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.

**The Property Ombudsman, Milford House, 45-55 Milford Street,
Salisbury, Wiltshire, SP1 2BP**

01722 333306 – admin@tpos.co.uk – www.tpos.co.uk