

RICS Regulated

JACKSON-STOPS CHELMSFORD

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:- Mr J Caffrey, Jackson-Stops, Cart Lodge, Hill Farm, Ford End, Chelmsford, Essex CM3 1LH. Telephone: 01245 806101. Email: james.caffrey@jackston-stops.co.uk
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 seven days confirming our understanding of the circumstances leading to your complaint and inviting further comments.
4. Within 21 days 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 fourteen days to inform you of the conclusion of this review.
6. Finally, if you remain dissatisfied with any aspect of our handling of your complaint, we are Regulated by the RICS (The Royal Institution of Chartered Surveyors) and through that organisation complaints are dealt with by Ombudsman Services Property, PO Box 1021, Warrington WA4 9FE. www.ombudsman-services.org/property, to whom you may address your complaint for an independent assessment.
7. 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.
8. 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.