



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:-
 - a. Mr Ed Russell BSc (Hons) MRICS
 - b. Jackson-Stops
 - c. 168 High Street
 - d. Newmarket, CB8 9AJ
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 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. In exceptional cases, where the timescale needs to be extended beyond this limit, you as the Complainant will be kept fully informed and an explanation provided.
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 JS 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 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 a member of The Property Ombudsman and you have the right to refer the matter to the Ombudsman within 12 months of the firm's final view. To do so you must address your complaint for an independent assessment to the Ombudsman at the following address:

SALES | LETTINGS | DEVELOPMENT | LAND | PROFESSIONAL | VALUATIONS

Jackson-Stops, 168 High Street, Newmarket, CB8 9AJ T 01638 662231

newmarket@jackson-stops.co.uk jackson-stops.co.uk

PROPERTY EXPERTS SINCE 1910





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

Telephone: 01722 335458 Email: membership@tpos.co.uk

Website: www.tpos.co.uk

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.