

Complaints Procedure

S & J Property Centres are committed to the highest standards of service and compliance. Our office is bound by The property Redress Scheme.

We understand that sometimes things can go wrong and if they do we are committed to resolving problems with the minimum of inconvenience.

Our complaints procedure has been structured to ensure that any concerns are dealt with as quickly and efficiently as possible.

We have a standard procedure for handling complaints which is as follows:

1. Making a complaint:

In the first instance you should make your complaint direct to Sarah Coombes in writing. Your complaint will be acknowledged within 3 working days. The office will conduct a full and thorough investigation and a full written response will be sent to you within 15 working days.

2. If you remain dissatisfied:

If you feel the matter remains unresolved you should write to the Director of the company Annette Coombes explaining why you are not happy with the outcome. The director will conduct a comprehensive review of your complaint and will give a final viewpoint in writing within 10 working days.

3. Independent redress:

In the unlikely event that you are still dissatisfied then you may refer the matter to The Property Redress Scheme at the following address:

Property Redress Scheme
Premiere House,
1st Floor,
Elstree Way,
Borehamwood,
WD6 1JH.

Tel No: 0333 321 9418
email: info@theprs.co.uk

Please be aware that you have up to 12 months from the date of the final viewpoint letter to complain to the ombudsman in writing.

4. What's next:

You will receive written confirmation from the Property Ombudsman that your complaint form has been received. They will write to the office enclosing a copy of your complaints form, and request their file and a statement describing their version of events.

The complaint will be reviewed by the Property Ombudsman's office together with the response from the office and a recommendation will be made to the ombudsman who will make a final decision which is binding upon the office in question.

If you are still not satisfied after the last stage of the in house complaint procedure (or more than 8 weeks have lapsed since the complaint was first made) you can request an independent review from The property Redress Scheme.