



## **JSS (SOUTH COAST) LIMITED PROCEDURES 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 Mark Astley, Director, 1 Northgate, Chichester, West Sussex, PO19 1AT. Mark.astley@jackson-stops.co.uk 01243 786316
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 twenty-one 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 inviting further comments.
5. If you are dissatisfied with any respect 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 fourteen days to inform you of the conclusion of this review.
6. If you remain dissatisfied with any aspect of our handling of your complaint then we will attempt to resolve this promptly through negotiation and otherwise you may apply to The Property Ombudsman at [www.tpos.co.uk](http://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 procedure can only be implemented with their authority.
8. Certain complaints may rise to an action at law, in which case the above stated procedure can only be implemented entirely without prejudice to the legal rights of the respective parties.