



JACKSON-STOPS COMPLAINTS HANDLING PROCEDURE (CHP)

JS (Cornwall) Ltd.

Procedure for Complaint Handling

All complaints are handled professionally and in accordance with the Property Ombudsman's requirements. If you wish to make a complaint please feel free to discuss your complaint with the branch manager at any time and we will attempt to resolve it informally for you.

In the unlikely event that we cannot resolve it informally, please write to the person named below outlining the nature of the issue:

Mark Price, mark.price@jackson-stops.co.uk, Jackson-Stops, 45 Lemon Street, Truro, TR1 2NS

Once we receive your written complaint it will be handled in the following manner:

1. We will respond in writing within 3 working days to confirm receipt of the complaint and we may ask for additional information if required.
2. Within 15 working days of receiving all the information the person above will provide a written response outlining the outcome of the investigation and informing you what action, if any, is proposed.
3. If you are dissatisfied with any aspect of our handling of your complaint, you should contact the Chairman of the Jackson-Stops Group (details below) who will personally conduct a separate review of your complaint and write to you within 15 working days of receiving your request for a review, confirming our final viewpoint on the matter.

Nicholas Leeming (Chairman)
Jackson Stops Group
nick.leeming@jackson-stops.co.uk

If you are still not satisfied after the last stage of the in-house complaint procedure (or more than 8 weeks has elapsed since the complaint was first made) you can request an independent review from the Property Ombudsman.



The Property Ombudsman

admin@tpos.co.uk

01722 333 306

www.tpos.co.uk

[Make a Complaint - The Property Ombudsman \(tpos.co.uk\)](http://www.tpos.co.uk)

Membership Number: 14908081

Please note the following:

- i. You will need to submit your complaint to The Property Ombudsman within 12 months of receiving our final view letter, including any evidence to support your case.
- ii. The Property Ombudsman requires that all complaints are addressed through this in-house complaints procedure, before being submitted to them for review.



We are members of Propertymark. If your complaint has not been satisfactorily resolved through our complaint handling process and through the redress scheme you may direct your complaint to Propertymark through this link - <https://www.propertymark.co.uk/professional-standards/complaints.html>