

Jones & Associates Estate Agents Complaints Procedure

We are committed to providing a professional service to all of our clients. If things go wrong, we need you to tell us about them. This will help us improve our service going forward and resolve issues as soon as possible.

If you have a complaint, please put this in writing (e-mail or letter) to us. We will then acknowledge and respond in line with the timescales and stages set out below.

Stage 1 – Your complaint

Please put your complaint in writing either by e-mail or letter and address it to Jason Jones, Director. Please include as much detail as possible, including dates, names of any members of staff you dealt with, and where you are able to enclose/attach any supporting evidence.

The Barn,
36 High Street,
Pershore,
WR10 1DP
jason.jones@jjaa.co.uk

Stage 2 – Our acknowledgement

Timescale – Complaints received via e-mail will be acknowledged within 3 working days of receiving your complaint. Complaints received via letter will be acknowledged within 7 working days of receiving your complaint.

Your complaint will be acknowledged and we will start our in-house complaints process.

Stage 3 – Our Investigation

(Timescale – within 15 working days of receiving your complaint)

Your complaint will be investigated, and Mr Jason Jones will provide a formal written response addressing your specific complaints and proposing resolutions where appropriate.

Stage 4 – Final Viewpoint

Timescale – within 15 working days of your acknowledgement.

If you remain dissatisfied, you should contact us again and we will conduct a separate review to take place by Mr Jason Jones. This will outline our final viewpoint on the matter.

Stage 5 – The Property Redress Scheme

Timescale – You must refer your complaint to the Property Redress Scheme within 12 months of our final viewpoint letter.

If our final viewpoint letter does not resolve matters (or more than 8 weeks have elapsed since the complaint was first made) you can request an independent review from the Property Redress Scheme without charge.

Property Redress Scheme

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

0333 321 9418

www.theprs.co.uk

info@theprs.co.uk

If we have not addressed your complaints within eight weeks, you can refer your complaint to the Property Redress Scheme. No charge will be made for any complaint we handle.