

Complaint procedure

1. Introduction

We always aim to provide a high standard of care in all our services. Our customers' views are important to us and help to ensure our services are consistently meeting people's needs. If you are unhappy with any of our services it is important that you let us know.

2. Making a complaint

We aim to handle complaints quickly, effectively and in a fair and honest way. We take all complaints seriously and use valuable information from investigating to help us improve the service we provide. We treat all complaints in confidence. Nicholas James Sales & Lettings assures clients that it will not withdraw or reduce services because someone makes a complaint in good faith.

3. Who can complain

Anyone affected by the way Nicholas James Sales & Lettings provides services can make a complaint.

4. How you can make a complaint

You can complain:

- in person
 - by telephone
 - through a member of our staff
 - through an advocate or representative
- where someone complains orally we will make a written record and provide a copy of it within 5 working day
- by letter
 - by email

5. Anonymous complaints

We deal with anonymous complaints under the same procedure; however it is better if you can provide contact details so we can tell you the outcome of our investigation.

Complaint procedure

Nicholas
James

6. How we handle complaints

We will acknowledge a complaint within 3 working days and give you the name and contact details of the person investigating it.

We will keep you informed about the progress of the investigation. We aim to have all complaints finished within 28 working days unless we agree a different time scale with you.

When we have finished investigating, we will arrange to meet with you to discuss the outcome, and write to you with:

- details of the findings;
- any action we have taken; and
- our proposals to resolve your complaint.

7. Further steps

Once we have dealt with your complaint, if you are not happy with the outcome you can refer your complaint to the The Property Ombudsman (TPO) and ask for it to be reviewed. Please note there is a 12 month timescale for referring complaints to the Property Ombudsman.

You can contact the TPO at:

Tel: 01722 333306

Website: www.tpos.co.uk

NB: The TPO will not normally investigate a complaint until the provider has had an opportunity to respond and resolve matters.

