

JI Estates Internal Complaints Handling Procedures

Here at JI Estates we pride ourselves on the level of customer service that we provide. In the event that you feel dissatisfied with our service have reason to, and wish to make a complaint, you will need to follow our Complaints Handling Procedure (CHP), details of which can be found below:

Membership details

JI Estates is a member of The Property Ombudsman Scheme (TPOS);) and Propertymark.

By belonging to these organisations, we are required to follow strict professional standards.

Stage One – Office/Sales Manager.

We would request that you initially make your complaint in writing to the Manager in charge of the section of our company to which the issue arose. Upon receipt of your complaint he/she will assess your submission and will respond within three working days (not including weekends) of receiving your written complaint.

Contact details:

Mr Toby Hartley
JI Estates
67 Bingley Road
Saltaire, BD18 4SB
01274 533322
toby@jiestates.co.uk

We aim to resolve all complaints during this initial stage. However, if you are still dissatisfied, you will need to progress your complaint through the following process.

Stage Two – Managing Director.

If you wish to progress your complaint beyond the [Office/sales Manager], you must do so within 28 days of receiving their response. Once in receipt of your complaint, which must be in writing, the Managing Director will acknowledge your correspondence within three working days (not including weekends). You will receive a full and final viewpoint response letter within 15 working days.

Contact details:

Mr Steven Gardner MNAEA
JI Estates
67 Bingley Road
Saltaire, BD18 4SB
01274 533322
steve@jiestates.co.uk

Stage Three- The Property Ombudsman Scheme / the Ombudsman Services:

Property

Upon receipt of our Final Viewpoint letter, in the event that you remain dissatisfied, you may contact the Ombudsman.

The contact details for The Property Ombudsman Scheme are as follows:

Telephone: 01722 333 306, email: admin@tpos.co.uk, website: www.tpos.co.uk or post:

TPOS Complaints, Milford House, 43-55 Milford Street, Salisbury, Wiltshire SP1 2BP

The Ombudsman will not consider your complaint until you have exhausted our internal complaints procedure.

Stage Four – Propertymark

Once the Ombudsman has concluded his investigation you may forward your complaint to Propertymark which is the regulatory function of the NAEA, ARLA, and NAVA.

You will need to submit your complaint to Propertymark within six months of the Ombudsman's final review. You should include a copy of the Ombudsman's review a copy of your signed acceptance/rejection letter and any other supporting documentation which you feel will assist the assessment of your complaint.

The contact details for Propertymark are:

Email: complaints@propertymark.co.uk, website: www.propertymark.co.uk or post:

Propertymark, Arbon House, 6 Tournament Court, Edgehill Drive, Warwick, CV34 6LG.

