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**IN-HOUSE COMPLAINTS PROCEDURE**

Our reputation is very important to us and we strive to offer the best possible service to all our customers, whether landlords or tenants. Occasionally we may make mistakes but if we do, we will accept responsibility for them and do our best to put them right and take action to ensure they do not happen again.

If you have a complaint, please put it in writing, including as much detail as possible. We will then respond in line with the timeframes set out below (if you feel we have not sought to address your complaints within eight weeks, you may be able to refer your complaint to the Property Ombudsman to consider without our final viewpoint on the matter).

What will happen next?

* We will send you a letter acknowledging receipt of your complaint within three working days of receiving it, enclosing a copy of this procedure.
* We will then investigate your complaint. This will normally be dealt with by the Lettings Director who will review your file and speak to the member of staff who dealt with you.  A formal written outcome of our investigation will be sent to you within 15 working days of sending the acknowledgement letter.
* If, at this stage, you are still not satisfied, you should contact us again and we will arrange for a separate review to take place by the Managing Director.
* We will write to you within 15 working days of receiving your request for a review, confirming our final viewpoint on the matter. 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 without charge.

The Property Ombudsman

Milford House

43-55 Milford Street

Salisbury

Wiltshire

SP1 2BP

01722 333 306

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Please note the following:

You will need to submit your complaint to The Property Ombudsman within 12 months of receiving our final viewpoint letter, including any evidence to support your case.

The Property Ombudsman requires that all complaints are addressed through this in-house complaints procedure, before being submitted for an independent review.