

CUSTOMER COMPLAINTS PROCEDURE

As an Independent family business, we are committed to offering the best possible standards of service, but understand that on occasions we may fall short of these standards and as part of our legal and professional responsibilities have outlined below a guide to our complaint's procedures:

If you do have a complaint, please outline this in writing to our appointed complaints officer, [Matthew Jackson \(Managing Director\)](#) who can be contacted at our Leominster Branch:

Jackson Property
3 Broad Street
Leominster
Herefordshire
HR6 8BT

t. 01568 610600

e. matthew@bill-jackson.co.uk

We request the complaint is placed in writing for us to clearly understand the nature of the issue, which will ensure any internal investigation is carried out swiftly and efficiently in order to resolve the matter. Once we have received your written complaint, we will acknowledge receipt in writing within 7 working days.

Where your complaint is initially made orally, you will be requested to place it in writing as outlined above.

We will then appoint the relevant/appropriate Director/Manager to carry out an internal investigation regarding your complaint with all relevant parties. You will receive a detailed response within 21 days of receipt of your written complaint outlining our conclusions and what actions have been or will be taken.

If your complaint is in relation to our complaints officer, you can alternatively place your written complaint to [Nathan Jackson-Smith \(Director\)](#) who can be contacted at our Hereford Branch:

Jackson Property
45 Bridge Street
Hereford
HR4 9DG

After receiving our written response if you feel the complaint has not been fully addressed please let us know.

If after this process we have not been able to satisfy your concerns, we agree to the referral of your complaint to a third party, the property Ombudsman:

The Property Ombudsman
Milford House
43-55 Milford Street
Salisbury
Wiltshire
SP1 2BP

t. 01722 333 306

e. admin@tpos.co.uk

w. <http://www.tpos.co.uk>

Note:

You will need to have completed our in-house complaints procedure before raising your concerns with the Ombudsman.