

## MAKING A FORMAL COMPLAINT

As a regulated RICS firm we have in place a Complaints Handling Procedure to enable you to escalate issues or concerns that you have been unable to resolve with your local Office. We will endeavour to assess the facts fairly and our goal is to find an amicable solution for all parties. If you are not happy with our final response however, you will have the opportunity to take your complaint to stage three which gives you the opportunity to have your complaint reviewed and considered by an independent redress provider.

### The Complaints Handling Process

#### STAGE ONE

##### Local resolution

We do not want you to be unhappy and would therefore always encourage you to raise any concerns with your local office at the earliest opportunity. This helps us improve our relationship with you and often enables issues to be addressed swiftly to everyone's mutual satisfaction.

#### STAGE TWO

##### Assessing your complaint

If you have been unable to resolve your complaint with the local office, you may escalate the matter by writing to us. We ask that you put your complaint in writing to make sure that we have a full understanding of the reasons for your complaint. Please provide as much detail as possible including:

- the office you have been in contact with,
- what service we were providing,
- where you consider we have failed to meet expected standards, and
- what solution you would ideally like to achieve.

You can write to us at:

Carter Jonas Complaints, 51 Northbrook Street, Newbury. RG14 1DT

E: [complaints@carterjonas.co.uk](mailto:complaints@carterjonas.co.uk)

We will acknowledge receipt of your complaint within 3 working days. We will investigate the circumstances of your complaint including contacting the local office and we will provide a summary of our findings within 15 working days of the acknowledgement. If you are still not satisfied, you may contact us again and we will have a further 15 working days to provide a Final Response.

#### STAGE THREE

##### Independent review

If you are still not satisfied when you have received our Final Response, or 8 weeks has elapsed since you first wrote to us, you can choose to take your complaint to an independent redress provider. There are different providers depending on who you are and the type of service your complaint relates to; we will recommend in our Final Response which redress scheme is appropriate.

### What is not covered

Please note we are unable to consider disputes between landlords and tenants which must be dealt with locally; our lettings teams will always endeavour to assist both parties to resolve any such issues.

This formal complaint procedure is also not appropriate for end of tenancy deposit disputes which would generally be referred to the appropriate tenancy deposit protection scheme for independent adjudication.

### Outstanding Fees

You should be aware that if you have any fees outstanding these will remain due. In the event monies are due and you are in dispute with us The Property Ombudsman (TPOS) advises that you make payment on a "without prejudice" basis which means the payment cannot be used as evidence should the dispute proceed to Court.

We hope it will not be necessary, but we would remind you that we will be entitled to follow our normal procedures for collecting any outstanding monies due to us including where appropriate applying interest charges or initiating Court proceedings.

## Redress Schemes

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| BUSINESS | <p><b>RICS Dispute Resolution Service</b></p> <p>If you are a Business the RICS Dispute Resolution Service (DRS) provides services to resolve disputes in land, property and construction. This service may be used on a case-by-case basis with the agreement of both parties.</p> <p>RICS Dispute Resolution Service<br/>55 Colmore Row<br/>Birmingham<br/>B3 2AA</p> <p>T: 020 7334 3806<br/>E: <a href="mailto:drs@rics.org">drs@rics.org</a><br/>W: <a href="http://www.rics.org/uk/products/dispute-resolution-service/">www.rics.org/uk/products/dispute-resolution-service/</a></p>  |
| CONSUMER | <p><b>The Property Ombudsman (TPOS)</b></p> <p>TPOS is free to consumers and will consider all consumer complaints including residential sales, lettings and property management. It is the approved redress scheme for residential estate agents in the United Kingdom under the Consumers, Estate Agents and Redress Act 2007, and for residential lettings/managing agents under the Enterprise and Regulatory Reform Act 2013.</p> <p>Referrals must be made within <u>12 months</u> of the Final Response.</p> <p>Our TPOS registration number is <b>R00346</b></p> <p>The Property Ombudsman Milford House<br/>43–55 Milford Street<br/>Salisbury<br/>Wiltshire<br/>SP1 2BP</p> <p>T: 01722 333306<br/>E: <a href="mailto:admin@tpos.co.uk">admin@tpos.co.uk</a><br/>W: <a href="http://www.tpos.co.uk">www.tpos.co.uk</a></p>   |
| CONSUMER | <p><b>The Centre for Effective Dispute Resolution (CEDR)</b></p> <p>CEDR is free to consumers and can consider any consumer complaints <u>except</u> for residential agency (sales, lettings, property management). We would recommend their services for complaints relating to valuations, building surveys, land measurement, professional advice, and project management. CEDR will also consider complaints from small businesses (ie. fewer than 10 employees).</p> <p>Centre for Effective Dispute Resolution<br/>70 Fleet St<br/>London<br/>EC4Y 1EU</p> <p>T: 0207 536 6116<br/>E: <a href="mailto:applications@cedr.com">applications@cedr.com</a><br/>W: <a href="http://www.cedr.com/consumer/rics/">www.cedr.com/consumer/rics/</a></p>   |
| CONSUMER | <p><b>Financial Ombudsman Service (FOS)</b></p> <p>FOS is free to consumers and can consider complaints under the Financial Services and Markets Act 2000 and the Consumer Credit Act 2006. Carter Jonas is regulated by the FCA for activities relating to credit broking (ie. where we assist you with financial lending applications) and insurance distribution. The FOS will also look at complaints from small businesses that have an annual turnover of less than £1 million.</p> <p>Referrals must be made within <u>6 months</u> of the Final Response.</p> <p>Our FCA Firms Registration Number is <b>726234</b>.</p> <p>Financial Ombudsman Service South<br/>Quay Plaza<br/>183 Marsh Wall<br/>London<br/>E14 9SR</p> <p>T: 0800 025 4567 (free from landline) or 0300 1239 123<br/>E: <a href="mailto:complaint.info@financial-ombudsman.org.uk">complaint.info@financial-ombudsman.org.uk</a><br/>W: <a href="http://www.financial-ombudsman.org.uk/">www.financial-ombudsman.org.uk/</a></p> |
| ENERGY   | <p><b>Ombudsman Services Energy Broker ADR scheme</b></p> <p>Carter Jonas is considered to be an energy broker where we refer contacts to energy suppliers.</p> <p>The Ombudsman Service is a not-for-profit organisation which aims to help resolve disputes between energy suppliers or brokers and their customers. The independent, impartial service takes into account both the rules and regulations and what is fair and reasonable.</p> <p>Ombudsman Services: Energy<br/>PO Box 966<br/>Warrington<br/>WA4 9DF</p> <p>T: 0330 440 1624<br/>E: <a href="mailto:enquiry@ombudsman-services.org">enquiry@ombudsman-services.org</a><br/>W: <a href="http://www.ombudsman-services.org">www.ombudsman-services.org</a></p>   |