

## COMPLAINTS PROCEDURE IN RELATION TO RESIDENTIAL SALES OR LETTINGS FOR CONSUMERS

Carter Jonas is committed to providing a professional service to all clients and customers and if something goes wrong we need to know about it. If you have a complaint that you have been unable to resolve satisfactorily with your local Carter Jonas office please write to us giving as much detail as possible by:

- email to [complaints@carterjonas.co.uk](mailto:complaints@carterjonas.co.uk); or/
- post to Carter Jonas Compliance, 51 Northbrook Street, Newbury. RG18 9QT

We endeavour to deal with any complaint as quickly as possible however you should be aware that we have up to eight weeks to consider the matter. If we have not resolved it within this time you may refer your complaint to The Property Ombudsman, details below.

So that you know what to expect we have summarised the typical stages of reviewing a complaint.

<i>Acknowledgement</i>	<ul style="list-style-type: none"> <li>• You will receive an acknowledgement that we have received your complaint within 3 working days.</li> </ul>
<i>Investigation</i>	<ul style="list-style-type: none"> <li>• We will investigate the circumstances of your complaint and discuss with the local Office where appropriate.</li> </ul>
<i>Findings</i>	<ul style="list-style-type: none"> <li>• We will provide a written summary of our findings within 15 working days of sending you the acknowledgement letter.</li> </ul>
<i>Review</i>	<ul style="list-style-type: none"> <li>• If you wish to comment or request a further review you should contact us again.</li> </ul>
<i>Final response</i>	<ul style="list-style-type: none"> <li>• We will then have 15 working days to complete our review at which time we will send you a final written viewpoint on the matter.</li> </ul>

If you are dissatisfied with this conclusion or any aspect of our handling of your complaint you may refer it to The Property Ombudsman (TPOS) to request an independent review. Such a referral must be made within 12 months of our final review letter.

You may write to The Property Ombudsman Ltd, Milford House, 43-45 Milford Street, Salisbury, Wiltshire. SP1 2BP ([www.tpos.co.uk](http://www.tpos.co.uk)). Our registration number with TPOS is R00346.