

JFM BLOCK & ESTATE MANAGEMENT LLP – COMPLAINTS PROCEDURE

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Overview

JFM treat complaints about our work very seriously. While we strive for the best possible outcomes for our clients, we accept that from time-to-time customers may be dissatisfied with an element of our service. The below procedure has been established in an attempt to resolve these situations as quickly as possible to the benefit of both parties.

1. Responsible Person

If you are dissatisfied with an element of service to the extent that you feel it requires formal action please write to your Property Manager or designated point of contact, confirming your position. We aim to respond to official complaints within 7 working days. If you are unsure who your point of contact is, please call 0203 865 7789

2. Secondary Contact

If your complaint remains unresolved by the responsible person within a reasonable timeframe please refer the matter, in writing, to your secondary contact. This will always be a managing partner of the firm. You may be asked to provide further comments to clarify your position before a further response is provided to you on the matter. If you are unsure who your secondary contact is, please call 0203 865 7789.

3. Escalated Issue

If you remain dissatisfied after stage 2, your matter will be treated as an escalated issue and it will be tabled for discussion by the managing partners as part of a quality-assurance meeting. The company will draft a comprehensive response on the issue, setting out the view of both parties with timescales for resolution if required.

Please note, the managing partners are Joe Mallon and James Farrar.

4. Face-to-Face Meeting

In the unlikely event that you wish to pursue a complaint after stage 3, you will be asked to attend a meeting with at least one of the managing partners. It may be that the issues that remain unresolved are best dealt with in a more personable manner.

5. Ombudsman

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
(Email) admin@tpos.co.uk
(Web) <https://www.tpos.co.uk/>
(Tel) 01722 333 306
Milford House
43-55 Milford Street, Salisbury,
Wiltshire, SP1 2BP

Insurance Matters

Should you have a complaint about the sale of your insurance policy, please contact Deacon, 100 Holdenhurst Road, Bournemouth, BH8 8AQ. Your complaint will be reviewed thoroughly and within regulatory timescales. Should you remain unhappy with the final response, you may have the right to refer your complaint to The Financial Ombudsman Services at Exchange Tower, London, E14 9SR or by email to complaint.info@financial-ombudsman.org.uk or telephone 0800 023 4567.