

JFM BLOCK & ESTATE MANAGEMENT LLP – COMPLAINTS PROCEDURE

Reviewed: 28 April 2021

Overview

JFM treat complaints about our work very seriously. Whilst we strive for the best possible outcomes for our clients and customers, we accept that from time-to-time things can go wrong. When they do, we want to know about it so that we can take steps to put things right and improve our service.

If you are dissatisfied with any aspect of our service, in the first instance, please make the details of this known to your relevant point of contact who will try to address your concerns informally. This will usually be your Property Manager. If your concerns are not satisfactorily addressed within a reasonable time-frame, please escalate your complaint using the below procedure.

Stage 1

If your concerns cannot be resolved informally within a reasonable time-frame please write to us by email to complaints@jfm-management.co.uk to let us know you wish to make a **formal complaint**. It is helpful if you can provide as much detail as possible about the nature of your complaint including details of what outcome you are seeking.

We will acknowledge receipt within three working days, enclosing a copy of this procedure along with the details of the manager responsible for investigating your complaint. A formal written outcome will be issued to you within 15 working days of sending the acknowledgement letter.

Stage 2

If you remain dissatisfied after receiving the formal written outcome you should contact us again requesting the outcome be reviewed.

A review will be conducted by a more senior member of staff and confirmation of our final viewpoint will be issued within 15 working days of receiving your request for a review. You may be invited to a meeting to discuss the complaint before a final outcome is provided in an attempt to reach a resolution satisfactory to all parties.

Stage 3

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. See the flow-chart at the end of this procedure for a more detailed outline of the Ombudsman timescales.

The Property Ombudsman Contact Details

The Property Ombudsman
Milford House
43-55 Milford Street, Salisbury,
Wiltshire, SP1 2BP
admin@tpos.co.uk
<https://www.tpos.co.uk/>
01722 333 306

Please note:

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.

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.

