

## **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 will send you a letter acknowledging receipt of your complaint within three working days of receiving it, enclosing a copy of this procedure. 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. We will then investigate your complaint. This will normally be dealt with by the office manager who will review your file and speak to the member of staff who dealt with you. A formal written outcome of our investigation will be sent to you within 15 working days of sending the acknowledgement letter.

### **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. If, at this stage, you are still not satisfied, you should contact us again and we will arrange for a separate review to take place by a senior member of staff.

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. We will write to you within 15 working days of receiving your request for a review, confirming our final viewpoint on the matter.

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

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

Please note the following:

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](mailto:complaint.info@financial-ombudsman.org.uk) or telephone 0800 023 4567.

