

Our In-House Complaints Procedure

Jon Brambles Estate Agents is accredited by Propertymark. We endeavour to deliver the highest standard of service to all clients and customers. In the event that any client, either vendor or purchaser, is dissatisfied with the service they have received, we have a structured complaints procedure as detailed below. We are bound by the 'Property Ombudsman's Code Of Practice'. You may inform us of any issues that have arisen and we aim to resolve them quickly and effectively.

1. Making a complaint

If you have a complaint, please write a letter detailing your grievance with as much information as possible, addressed to the Director, Jon Brambles. Our branch address is: 9 Stephenson Court, Newark NG24 2TQ.

2. Internal Investigation

We will acknowledge receipt of your complaint in writing within 3 working days. We will ensure a full investigation is promptly undertaken, before providing you with a formal written response, to summarise the steps we have taken within 14 working days from receipt of the original complaint letter. In exceptional circumstances, where the timescale needs to be extended beyond this limit, we will keep you fully informed with an explanation provided and a revised response date at the end of the 14 working day timeframe.

3. Should you remain dissatisfied

You should contact us again and we will provide an additional review with a final viewpoint letter, providing further opportunity to secure a resolution.

4. Contacting an Independent redress scheme

In the unlikely event that you remain dissatisfied following a formal written response containing a conclusion to our investigation and a resolution of the matter, you are within your rights to take your grievance further by contacting the Government approved redress scheme. The Property Ombudsman. You can contact them at: The Property Ombudsman Limited, Milford House, 43–55 Milford Street, Salisbury, Wiltshire, SP1 2BP

Tel: 01722 333306

Email: admin@tpos.co.uk

Website: www.tpos.co.uk

Please Note: *You must refer your complaint to The Property Ombudsman within 12 months of receiving our 'Final, Viewpoint Letter'. They will not consider your complaint for an independent review until our internal complaints procedure has been completed.*

5. The next steps

The Property Ombudsman will acknowledge receipt of your complaint in writing. They will contact our branch, enclosing a copy of your complaints form and request our file, accompanied by a statement describing our version of events. An adjudicator will review the information provided by both parties before making a recommendation to the Ombudsman, who will make a final decision.