

Jones Peckover Complaints Procedure

Jones Peckover aims to provide the highest standard of service to all Clients, Landlords, Tenants, Sellers and Buyers, and give an assurance that any grievance you have concerning such service is addressed immediately.

- If you believe you have, or may have, a grievance with one of our offices or members of staff, please write a letter detailing the grievance to The Practice Manager, Jones Peckover, 47 Vale Street, Denbigh, Denbighshire, LL16 3AR.
- Your correspondence should be acknowledged within 3 working days, investigated thoroughly in accordance with established in-house procedures and replied to within 14 working days of receipt. If the office requires longer than this timescale, they will advise you in writing and confirm their revised response date. We will respect your right to confidentiality and privacy, and we will treat you fairly and in accordance with our commitment to equality
- Should your grievance not be resolved to your satisfaction following an internal investigation (or more than 8 weeks has elapsed since the complaint was first made) you can refer the matter to The Property Ombudsman.

The Property Ombudsman Limited, Milford House, 43 – 55 Milford Street, Salisbury, Wiltshire, SP1 2BP

Tel: 01722 333 306

Email: admin@tpos.co.uk

Website: www.tpos.co.uk