

Love Jenkins Associates Complaints Procedure

Love Jenkins Associates aims to provide you with a reliable and consistent service at all times. If, however, you are unhappy with the service we have given you, this guide will tell you how you can get in touch with us and how we will deal with your complaint or issue.

How to make a complaint

You can make a complaint by contacting Love Jenkins Associates through our website or by speaking with one of our employees or by writing to us.

To deal with your complaint we have appointed Andrew Jenkins:

Love Jenkins Associates
123 High Street,
Epsom,
Surrey KT19 8EB,
Tel: 01372 749143,
Email: andrew.jenkins@lovejenkins.com

Andrew will deal with your complaint. If you have a question, or if you would like to make a complaint, please don't hesitate to contact him.

If you contact us through our website or in writing please provide us with full details of your complaint. If we require further information we will notify you using your preferred method of contact.

If you choose to contact us by phone please have the details of your complaint available. If you are contacting us on behalf of another person, we may ask you to provide proof of that person's consent to your handling their complaint.

If you have initially made your complaint verbally – whether face-to-face or over the phone – please also make it in writing addressed to Andrew Jenkins above. This is to ensure that we fully understand exactly what your complaint is and have written record of it.

Once we have received your complaint, the employee dealing with your complaint will record your details and provide you with a unique reference number that identifies you and your complaint.

There are 2 internal stages in our complaints process and our preference is always to deal with your complaint on a person to person basis by phone or meeting, but, if you prefer, we will deal with your complaint at any stage through e-mail or letter.

Stage 1: Contacting Us

The first stage of our complaints procedure will involve full consideration of your complaint by Andrew Jenkins, Director, on behalf of the firm. We will try to resolve the complaint to your satisfaction. If you are happy with the outcome of Andrew's investigation into your complaint, the matter will conclude.

We will consider your complaint as quickly as possible. We will provide you with a full response or, if that is not possible, an update on what is happening with your complaint, within 28 days.

If you are not happy with the reply you should move to stage 2.

Stage 2: Starting the Dispute Resolution Mechanism

If we cannot agree on how to resolve the complaint then you will have the opportunity to take you completing to the final stage of our complaints handling procedure, we offer the following redress mechanism approved by the RICS:

For consumer purposes

Ombudsman Services: Property, PO Box 1021, Warrington WA4 9FE (telephone 0330 4401634 or 01925 530270)

or for commercial purposes

RICS Dispute Resolution Service, Surveyor Court, Westwood Way, Coventry, CV4 8JE (telephone 0207 334 3806)

Contact Details

Love Jenkins Associates

Web: <http://lovejenkins.co.uk/contact/>

Telephone: 01372 749143

Writing:

General Enquires: Love Jenkins Associates
123 High Street,
Epsom,
Surrey KT19 8EB,

Signed by:



Position: DIRECTOR

Date: 15th December 2015