

Complaints Procedure

If you have a complaint then this note sets out the procedure that we will follow in dealing with that complaint.

1. A person has been appointed in this office to deal with complaints, the details of which are set out below:

Jane Thorne
Jane Thorne Residential
51 Church Hill Road
East Barnet, Herts
EN4 8SY

Telephone: 020 8441 7711, e-mail info@janethorne.com

2. Where your complaint is made orally you will be requested to send a written summary of your complaint to the above address within seven days.
3. We will send you a letter acknowledging receipt of your complaint within three working days of receiving it, enclosing a copy of this procedure.
4. We will then investigate your complaint. This will be dealt with by the person mentioned in point 1 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.
5. If at this stage, you are still, not satisfied, you should contact us again and we will arrange for a separate review by Robert Pavitt FNAEA, MARLA.
6. We will write to you within 15 days of receiving your request for a review, confirming our final viewpoint on the matter.
6. 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 (or your chosen approved scheme) with out charge.
7. If you still remain dissatisfied with any aspect of our handling of your complaint then you may contact The Property Ombudsman with whom we are members and can be contacted at:
Milford House, 43-55 Milford Street, Salisbury, Wiltshire, SP1 2BP
Telephone 01722 333306
admin@tpos.co.uk www.tpos.co.uk