



At jdm Estate Agents we pride ourselves on the level of customer service that we provide. To ensure our customers' interests are safeguarded we offer a formal complaints procedure. In the event that you feel dissatisfied with our service and wish to make a complaint, you will need to follow the guidelines in this document.

jdm Estate Agents is a member of The Property Ombudsman Scheme (TPOS); the National Association of Estate Agents (NAEA); and the Association of Residential Letting Agents (ARLA) and Safeagent. By belonging to these organisations, we are required to adhere to strict professional standards.

If you have a problem or issue relating to jdm Estate Agents then please discuss directly with one of our branch staff in the first instance. We aim to deal with any problems sympathetically, fairly and quickly. If the matter is not resolved to your satisfaction then please follow the guidelines below.

Stage One – Branch Manager

If our staff cannot resolve the matter then please lodge a complaint in writing to the Branch Manager of the respective office with which you have a grievance. The contact details for each Branch Manager can be found on our website at www.jdmestateagents.com on the respective office pages. The branch manager will acknowledge your correspondence within 3 working days, they will investigate the matter and you will receive a full response within 15 working days.

We aim to resolve all complaints during this initial stage. However, if you remain dissatisfied, you may escalate the matter to our Head Office.

Stage Two – Head Office

Should you feel the Branch Manager has not satisfactorily dealt with the matter at this stage; you may address your complaint in writing, to our Head Office. This must be done within 28 days of the response from the Branch Manager at Stage One above. Your correspondence will be acknowledged within 3 working days, the matter will be fully investigated by a senior member of staff who was not directly involved with the matter. A Final Viewpoint letter will be issued to you within a further 15 working days.

Should we require more information from you or our investigation takes longer than 15 working days then we will write to you requesting such information/outlining our anticipated timescale for the investigation.

Contact details:

jdm Estate Agents FAO: Head Office, Alexandre House, 399 Crofton Road, Locksbottom, BR6 8NL
Email: headoffice@jdmestateagents.com Telephone: 01689 856 758

Complaints Procedure

July 2017

Stage Three - The Property Ombudsman Scheme

Upon receipt of our Final Viewpoint letter, in the event that you remain dissatisfied, you may contact the Property Ombudsman. Any referral to the Property Ombudsman must be made within 12 months of the date of our Final Viewpoint letter. The Ombudsman will not consider your complaint until our Complaints Procedure has been exhausted.

The contact details for The Property Ombudsman are as follows:

Telephone: 01722 333 306

Email: admin@tpos.co.uk

Website: www.tpos.co.uk

Or post:

TPOS Complaints, Milford House, 43-55 Milford Street Salisbury, Wiltshire SP1 2BP

By referring your complaints to the Property Ombudsman you agree to jdm Estate Agents passing all such data to the Property Ombudsman and to them processing such data for the purpose of reviewing and mediating in respect of your complaint.

jdm Estate Agents will co-operate with any investigations by the Property Ombudsman being conducted in accordance with the Property Ombudsman's Terms of Reference. jdm Estate Agents will comply with any award and/or direction made by the Property Ombudsman in respect of any grievance made.

Please note that if you are liable for any outstanding fees and commissions there is an expectation that you should pay the fee, or any uncontested part of it on a "without prejudice" basis to avoid legal action being taken by jdm Estate Agents to recover any such sum. This is consistent with the Property Ombudsman's advice set out in "Guidance for Complainants". This does not affect your rights to pursue your complaint in any way.