

**IN-HOUSE COMPLAINTS PROCEDURE**

We are committed to providing a professional service to all our clients and customers.  When something goes wrong, we need you to tell us about it.  This will help us to improve our standards.

If you have a complaint, please put it in writing, including as much detail as possible. We will then respond in line with the timeframes set out below (if you feel we have not sought to address your complaints within eight weeks, you may be able to refer your complaint to the Property Ombudsman to consider without our final viewpoint on the matter).

The initial complaint should be addressed to one of the following individuals:

**Jonathan P. Ashton, MNAEA** (Director) or **Thomas G. Russell, MARLA** (Director)

Bennett Jones Partnership

31 Parsonage Street

Dursley

GL11 4BW

Telephone: 01453 544500

E-mail: [jon.ashton@bennettjones.co.uk](mailto:jon.ashton@bennettjones.co.uk) or [t.russell@bennettjones.co.uk](mailto:t.russell@bennettjones.co.uk)

What will happen next?

* We will send you a letter acknowledging receipt of your complaint within three working days of receiving it, enclosing a copy of this procedure.\*
* We will then investigate your complaint. This will normally be dealt with by the office manager 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.
* If, at this stage, you are still not satisfied, you should contact us again and we will arrange for a separate review to take place by a senior member of staff.
* We will write to you within 15 working days of receiving your request for a review, confirming our final viewpoint on the matter.

If you remain dissatisfied, you can then contact The Property Ombudsman to request an independent review:

**The Property Ombudsman Ltd**

**Milford House**

**43-45 Milford Street**

**Salisbury**

**Wiltshire**

**SP1 2BP**

**01722 333 306**

[**www.tpos.co.uk**](http://www.tpos.co.uk)

Please note the following:

You will need to submit your complaint to The Property Ombudsman within 12 months of receiving our final viewpoint letter, including any evidence to support your case.

The Property Ombudsman requires that all complaints are addressed through this in-house complaints procedure, before being submitted for an independent review.

If your complaint concerns our valuation services you should contact :  
  
The Centre for Effective Dispute Resolution, Fleet Street, London, EC4Y 1EU

Telephone: 020 7520 3800

They will conduct a separate review of your complaint and contact you direct to inform you of the conclusion of this review.

Bennett Jones Partnership are members of Propertymark as members of both ARLA & NAEA divisions. In cases of any queries Propertymark can be contacted at: -

Propertymark,

Arbon House

6, Tournament Court

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| Edgehill Drive  Warwick  CV34 6LG |  |
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Telephone: 01926 496800

Website: [www.propertymark.co.uk](http://www.propertymark.co.uk)

⃰ Time limits are targets to ensure that complaints are dealt with promptly. However, there may be circumstances beyond our control which may mean an extended period of time is required to reply. However, we shall strive to inform you of any such delays.

(August, 2021)