



IN-HOUSE COMPLAINTS PROCEDURE

As a regulated RICS firm, we have in place a Complaints Handling Procedure, which meets regulatory requirements. Our complaints handling procedure has two stages. Stage one gives our firm the opportunity to review and consider your complaint in full. Our firm will try to resolve your complaint to your satisfaction. If you are not happy with our response, you will have the opportunity to take your complaint to stage two. Stage two gives you, the client, the opportunity to have your complaint reviewed and considered by an independent redress provider, approved by RICS.

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. Please address your complaint to:

James Barlow
R A Jackson & Son LLP
18 Northumberland Square
North Shields, Tyne and Wear
NE30 1PX

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).

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 following redress providers to request an independent review:

For residential and commercial sales and lettings;

The Property Ombudsman Ltd
Milford House, 43-55 Milford Street
Salisbury, Wiltshire, SP1 2BP
01722 333 306
www.tpos.co.uk

For Valuation and Survey;

Centre for Effective Dispute Resolution
0207 5203800
applications@cedr.com
www.cedr.com

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.