



JENNINGS & BARRETT

Sales, Lettings, Block & Estate Management

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Complaints Handling Procedure

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

1. The person who has been appointed to deal with complaints is Mrs Joanna Bould, the Principal and Director of Jennings & Barrett. Where your complaint is initially made orally, you will be invited to submit a written summary of the complaint to Mrs Joanna Bould which we shall acknowledge within 3 working days.
2. We shall endeavour to reach a satisfactory conclusion to the complaint within a period of 15 working days. If the complaint is of a complex nature it may be necessary to extend this period by mutual agreement in order to fully consider the case.
3. If the complainant is 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) then he/she can take the matter up with the Property Redress Scheme without charge. Complaints can be made online via <https://www.theprs.co.uk/Complain>, by telephone 0333 321 9418, by email to info@theprs.co.uk, or by post:

Property Redress Scheme
Premiere House
1st Floor
Elstree Way
Borehamwood
WD6 1JH

4. Should the complaint result in the termination of the contract; the handover procedure is as follows:
 - Written notification received or issued confirming the termination date, insurance arrangements, administration fee, TUPE, supplier/contractors, year-end accounts, confirm new agent and finalise a handover date.
 - Write to all leaseholders informing them of the decision to terminate and handover arrangements including details of the new agent.
 - Jennings & Barrett to liaise with the new agent in order to establish who is responsible for any on-going litigation, debt/arrears, list of handover

documents including a timetable for handover of service charge monies and TUPE arrangements.

- Jennings & Barrett will arrange a handover meeting with the new agent.

Please be advised the full handover procedure is available upon request.

Reviewed February 2018:



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Richard Bould

Reviewed October 2019:



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Richard Bould

Reviewed May 2020:



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Richard Bould

Reviewed August 2021



Joanna Bould