



JENNINGS & BARRETT

Sales, Lettings, Block & Estate Management

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Complaints Handling Procedure

We are committed to providing a professional service to all our clients and customers. If things go wrong we need you to tell us about them. This will help us to resolve issues as soon as possible and improve our service going forward. If you have a complaint, this note sets out the procedure which we will follow in dealing with that complaint. If you have a complaint, please put this in writing (letter or email) to us. We will acknowledge receipt and respond in line with the timescales and stages set out below. The process should take no longer than 8 weeks.

We consider the needs of the individual and, where appropriate, make reasonable adjustments for people who might be disadvantaged because of factors such as their age, infirmity, disability, lack of knowledge, lack of linguistic or numeracy ability, economic circumstances, bereavement or do not speak English as a first language.

Stage 1 - Your Complaint

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.

Please forward your complaint to:

Jennings and Barrett
Unit 2
Vogans Mill Wharf
17 Mill Street
London
SE1 2BZ

joanna@jenningsandbarrett.co.uk

Please include as much detail as possible, including dates, names of any members of staff you dealt with, and where you are able to enclosing/attaching any supporting evidence

Stage 2 - Our Acknowledgement

We shall acknowledge your complaint within 3 working days and start our in-house complaints procedure.

Stage 3 - Our Investigation

Your complaint will be investigated and Joanna Bould will provide a formal written response addressing your specific complaints and proposing resolutions where appropriate. 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.

Stage 4 - Complaints about our Obligations to You

If you remain unhappy after the last stage of the in-house complaint procedure (or more than 8 weeks has elapsed since the complaint was first made) then you 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

Stage 4 – Issues with Your Lease and Service Charges

For complaints about your lease and the services provided under your lease, you can refer to the **First-Tier Tribunal**. For example:

- Increases in service charges and estate charges
- The fairness of charges applied in line with your lease
- The quality of management services provided
- Consultation on major works and contracts

Operates 5 regional tribunals in England:

<https://www.gov.uk/courts-tribunals/first-tier-tribunal-property-chamber>

If we have not addressed your complaints within eight weeks, you can refer your complaint to the Ombudsman or the First Tier Tribunal.
No charge will be made for any complaint we handle.

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:



Richard Bould

Reviewed October 2019:



Richard Bould

Reviewed May 2020:



Richard Bould

Reviewed August 2021:



Joanna Bould

Reviewed June 2022:



Joanna Bould

Reviewed October 2022:



Joanna Bould