
COMPLAINTS POLICY

1. Definitions

1.1 In this Complaints Policy the following expressions have the following meanings:

“Business Day”	means, any day (other than Saturday or Sunday) on which ordinary banks are open for their full range of normal business in the Oakley office;
“Complaint”	means a complaint about services sold by Jacobs Properties, about our customer service, or about our employees, agents, or subcontractors;
“Complaints Form”	means our standard complaints form, available from 22 Worthing House, Church Lane, RG23 8PY
“Complaint Handler”	means an employee of Jacobs Properties working at Director level who will handle the complaint;
“Complaints Policy”	means this document;
“Complaints Procedure”	means the internal complaints handling procedure of Jacobs Properties which is followed when handling a Complaint and is available from our Office, 22 Worthing House, Church Lane, RG23 8PY for your reference;
“Complaint Reference”	means a unique code assigned to your Complaint that will be used to track your Complaint;
“External Resolution”	means the referral of your Complaint to an external body or organisation for resolution if you are not satisfied with the outcome.

2. Purpose of this Complaints Policy

2.1 Jacobs Properties welcomes and encourages feedback of all kinds from our customers. If you have a Complaint about our goods and/or services, customer service, or about our employees, agents, subcontractors, not only do we want to resolve it to your satisfaction, but we also want to learn from it in order to improve our business and customer experience in the future.

2.2 It is our policy to resolve Complaints quickly and fairly, where possible without recourse to formal investigations or external bodies. In particular, the aims of this Complaints Policy are:

2.2.1 To provide a clear and fair procedure for any customers who wish to make a Complaint about Jacobs Properties, our goods and/or services, our customer service, or about our employees, agents, subcontractors;

2.2.2 To ensure that everyone working for or with Jacobs Properties knows how to handle Complaints made by our customers;

- 2.2.3 To ensure that all Complaints are handled equally and in a fair and timely fashion;
- 2.2.4 To ensure that important information is gathered from Complaints and used in the future to avoid such a situation arising again.

3. What this Complaints Policy Covers

- 3.1 This Complaints Policy applies to the provision of services by Jacobs Properties to our customer service and to our employees, agents, subcontractors.
- 3.2 For the purposes of this Complaints Policy, any reference to Jacobs Properties also includes our employees, agents, subcontractors.
- 3.3 Complaints may relate to any of our activities and may include (but not be limited to):
 - 3.3.1 The quality of customer service you have received from Jacobs Properties;
 - 3.3.2 The behaviour and/or professional competence of our employees, agents, subcontractors;
- 3.4 The following are not considered to be Complaints and should therefore be directed to the appropriate person
 - 3.4.1 General questions about our services;
 - 3.4.2 Matters concerning contractual or other legal disputes;
 - 3.4.3 Formal requests for the disclosure of information, for example, under the Data Protection Act; GDPR

4. Making a Complaint

- 4.1 All Complaints, whether they concern our services, our customer service, or our employees, agents, subcontractors, should be made in one of the following ways:
 - 4.1.1 In writing, addressed to The Director Jon Coombs at Jacobs Properties at 22 Worting House, Church Lane, Hants, RG23 8PY
 - 4.1.2 By email, addressed to The Director Jon Coombs at joncoombs@jacobs.properties or in writing to The Director Jon Coombs at Worting House, Church Lane, Hants RG23 8PY or by contacting The Director Jon Coombs by telephone on 01256 781300
- 4.2 When making a Complaint, you will be required to provide the following information in as much detail as is reasonably possible:
 - 4.2.1 Your name, address, telephone number and email address (We will contact you using your preferred contact method as your Complaint is handled);
 - 4.2.2 If you are making a Complaint on behalf of someone else, that person's name and contact details as well as your own;
 - 4.2.3 If you are making a Complaint about a particular transaction, the particular transaction reference
 - 4.2.4 If you are making a Complaint about an employee, agent, subcontractor of ours, the name and, where appropriate, position of that employee, agent, subcontractor;

- 4.2.5 Further details of your Complaint including, as appropriate, all times, dates, events, and people involved;
- 4.2.6 Details of any documents or other evidence you wish to rely on in support of your Complaint;
- 4.2.7 Details of what you would like Jacobs Properties to do to resolve your Complaint and to put things right. (Please note that whilst we will make every reasonable effort to accommodate such requests, we are not bound to take any action beyond that which we may be contractually or otherwise legally obliged to take.).

5. How We Handle Your Complaint

- 5.1.1 Upon receipt of your Complaint, the Director identified above in Section 4.1 will log the Complaint in our complaints system and will acknowledge receipt of it in writing within 3 working days, giving you a Complaint Reference.
- 5.1.2 When we acknowledge receipt of your Complaint, we will also provide details of your Complaint Handler. This may be the Director to whom your original Complaint was directed (as above) or your Complaint may be assigned to another appropriate member of our team.
- 5.1.3 If your Complaint relates to a specific employee, agent, subcontractor, that person will be informed of your Complaint and given a fair and reasonable opportunity to respond. Any communication between you and the employee, agent, subcontractor in question should take place only via the Complaint Handler and we respectfully ask that you do not contact the employee, agent, subcontractor in question directly concerning the Complaint while we are working to resolve it.
- 5.1.4 If we require any further information or evidence from you, the Complaint Handler will contact you as quickly as is reasonably possible to ask for it. We ask that you use reasonable efforts to supply any such information or evidence quickly in order to avoid delaying the complaints handling process. If you are for any reason unable to provide such information or evidence, we will use all reasonable efforts to proceed without it, however, please be aware that we will not ask for further information or evidence unless we consider it important to the successful resolution of your Complaint.
- 5.1.5 We aim to resolve Complaints within 15 working days however in some cases, particularly if your Complaint is of a complex nature, this may not be possible. If this is not possible for any reason you will be informed of the delay, the likely length of the delay and the reasons for it.
- 5.1.6 As we are a member of **TPO (The Property Ombudsmen) and regulated by the TPO's code of practice** you, as our customer, have the right to seek External Resolution of your Complaint from that organisation if you are not satisfied with the outcome of your Level Two Complaint.

5.2 External Resolution:

- 5.2.1 If you are not satisfied with the resolution of your Complaint you seek external resolution from The Property Ombudsmen. For details of

complaint and conflict resolution mechanisms available from The Property Ombudsmen, please contact them in writing at Milford House, 43-55 Milford Street, Salisbury, Wiltshire SP1 2BP by telephone on 01722 333306, or through their website www.tpos.co.uk.

5.2.2 Jacobs Property Sales Ltd t/a Jacobs Properties TPO membership number – D9025

6. Confidentiality and Data Protection

- 6.1 All Complaints and information relating thereto are treated with the utmost confidence. Such information will only be shared with those employees, agents, subcontractors of Jacobs Properties who need to know in order to handle your Complaint.
- 6.2 We may ask for your permission to use details of your Complaint (with your personal details removed) for internal training and quality improvement purposes. If you have given such permission, you may revoke it at any time by contacting The Director, whose details are provided above in Section 4.1.
- 6.3 All personal information that we may collect (including, but not limited to, your name and address) will be collected, used and held in accordance with the provisions of the Data Protection Act 1998 and your rights under that Act.

7. Questions and Further Information

If you have any questions or require further information about any aspect of this Complaints Policy or about our Complaints Procedure, please contact Jon Coombs (Director) by post at Jacobs Properties at 22 Worting House, Church Lane, Hants RG23 8PY by telephone on 01256 781300, or by email at joncoombs@jacobs.properties

8. Policy Responsibility and Review

- 8.1 Overall responsibility for this Complaints Policy within Jacobs Properties and the implementation thereof lies with Jon Coombs (Director).
- 8.2 This Complaints Policy is regularly reviewed and updated as required.
- 8.3 This Complaints Policy was adopted on 1.1.2023
- 8.4 This Complaints Policy was last reviewed on 1.1.2023