



## **Complaints Handling Procedure (CHP)**

We are a company who strive to provide the best possible service to our clients. JAGMA understands that there may be instances where we get things wrong or make mistakes. If you are unhappy with the service we have provided even if you do not think your concern amounts to a complaint, please do let us know. No matter how minor you may feel your complaint is JAGMA will not ignore your issues.

We have two stages to our CHP. The first stage allows JAGMA the opportunity to review and consider your complaint in full. JAGMA will try to resolve your concerns to your satisfaction. If you are not happy with our response, you will have the opportunity to take your complaint to stage two. The second stage gives you the opportunity to refer your complaint to The Property Ombudsman.

### **Stage One:**

If you have spoken to us about your complaint whether it is face to face or over the phone, please put the details in writing. We ask that you do this to make sure we have a full understanding of the reason for your complaint.

We will acknowledge receipt of your complaint within 3 working days. A full response will be provided within 15 working days after our acknowledgement letter.

Please send your written complaint by post or email to:

Aron Ramadan or Mus Ramadan (whichever did not undertake the work for you)

**JAGMA Property Services**, 2 Newman Road, Bromley, Kent, BR1 1RJ

[aron@jagma.co.uk](mailto:aron@jagma.co.uk) or [mus@jagma.co.uk](mailto:mus@jagma.co.uk)

If you are sending your complaint by email, please state in the subject line your project reference number and the property address.

### **Stage Two:**

If you are still not satisfied (or more than 8 weeks has elapsed since the complaint was first made) then you can request an independent review from The Property Ombudsman without charge.

**The Property Ombudsman**, Milford House, 42-55 Milford Street, Salisbury, Wiltshire, SP1 2BP

Phone: 01722 333 306 - Email: [admin@tpos.co.uk](mailto:admin@tpos.co.uk) - Website: [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 response to your complaint, 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.