

JA MANAGEMENT (LONDON) LIMITED

COMPLAINTS HANDLING PROCEDURE (CHP)

If you have cause to request this procedure, we apologise for any distress or inconvenience you have experienced. Below is the three-stage procedure we will follow in accordance with the guidance produced by ARMA and RICS.

Before making a formal complaint you should contact the appropriate property manager who will aim to resolve any problems. In the event your complaint is not resolved to your satisfaction then you will need to make a formal complaint as detailed below.

Stage 1

Please put your complaint in writing either by post or email as set out below. In order for us to be able to review the complaint we will require details of the complaint and what steps you have taken to try to resolve your complaint with the appropriate property manager. We will acknowledge receipt within three business days. If you do not receive an acknowledgement, please contact us again.

Your complaint will be reviewed and investigated. We will respond to you in writing within 15 working days from receipt of your complaint or failing this will contact you within 10 working days to request further information, in these cases you will be asked to reply within 10 working days.

Contact details

By post: JA Management, 44 Broadway, Stratford, London, E15 1XH

By email: services@jamanagement.co.uk

Please ensure you head your correspondence with "Formal Complaint – Stage 1"

Stage 2

Should you not be satisfied with the result of your complaint, you can make a further complaint in writing as detailed below. For us to review the complaint further you should outline why you are not satisfied.

Your complaint will be reviewed by a senior manager and will respond to you within 15 working days from the receipt of your complaint or failing this will contact you within 10 working days to request further information, in these cases you will be asked to reply within 10 working days in order. This will outline our final viewpoint on the matter.

Contact details

By post: JA Management, 44 Broadway, Stratford, London, E15 1XH

By email: services@jamanagement.co.uk

Please ensure you head your correspondence with "Formal Complaint – Stage 2"

Stage 3

If you are still not satisfied with the outcome or how your complaint has been handled you can request an independent review from our Ombudsman, the Property Redress Scheme (PRS) without charge. You will be entitled to refer the complaint to our Ombudsman within 12 months of receiving our final viewpoint letter and/or if your complaint has not been resolved within 8 weeks from commencing our formal complaints procedure.

Our PRS membership certificate, including our member number and relevant contact details, are available on request.

The PRS requires that all complaints are addressed through this in-house complaint's procedure, before being submitted for an independent review.