



PROPERTY MANAGEMENT
YOUR PROPERTY, OUR PROFESSION

COMPLAINTS HANDLING PROCEDURE

We always try very hard to provide the best possible service but we recognise that sometimes things do not go quite as we hoped and it is always good to receive customer feedback to help us to improve.

Please contact your Property Manager and let them know how you are feeling. We want to help you but we may have misunderstood what has happened. Please give us the opportunity to put things right.

If you are still not happy, please consider whether your complaint is about the service provided by JCF or perhaps about a contractor's work or maybe about another resident or the Directors of your Freehold or Residents' Management / RTM Company. This Complaints Procedure is only about the service provided by JCF so if your complaint is about something else then let us know and we can advise you what to do next.

You may like to get some advice before taking matters further. The Leasehold Advisory Service is a free legal service for Leaseholders (www.lease-advice.org). Alternatively you may like to speak to Citizens Advice (www.citizensadvice.org.uk) who can also provide free advice to help you with your complaint.

Stage 1 – Formal Complaint

If you wish to make a formal complaint about JCF Property Management Ltd you will first need to put this into writing. Please email complaints@jcfpropertymanagement.com or send a letter to JCF Property Management Ltd, 322 Upper Richmond Road London SW15 6TL. Please include details of what you are complaining about, with any supporting evidence. Please also include what you would like JCF Property Management Ltd to do to resolve your complaint to your satisfaction. A senior member of staff will be assigned and will acknowledge your complaint within 3 working days. They will investigate and provide a full written response within 14 working days. During that time they may ask you for to clarify your complaint or ask for additional information or evidence. If they are unable to complete their investigation within 14 days they will update you on progress and let you know the new date by when you will receive their full response.

Stage 2 – Complaint Review

We hope that your complaint will have already been resolved to your satisfaction. However, if you believe that we have made a mistake or you are unhappy with how your complaint has been handled, then you are entitled to request a review by one of the Directors of the Company. You will need to email complaints@jcfpropertymanagement.com or send a letter to JCF Property Management Ltd 322 Upper Richmond Road London SW15 6TL stating that you wish to have a Complaint Review. Please state the grounds on which you want your complaint to be reviewed and what outcome you would like in order to resolve your complaint. A Director of JCF Property Management Ltd will contact you within 3 working days and provide our 'final viewpoint' letter within 14 working days.

Stage 3 – Ombudsman or RICS

If within 12 months of your complaint you are still unhappy with our findings following the completion of Stage 2 above (or if 8 weeks has passed and you have not had a reply to your complaint), then you may be entitled to refer it to The Property Ombudsman (TPO) www.tpos.co.uk. The Property Ombudsman can be contacted by telephone on: 01722 333306, by writing at: The Property Ombudsman Limited, Milford House, 43-55 Milford Street, Salisbury SP1 2BP or by e-mail at admin@tpos.co.uk.

If you are a business customer and within 6 months of your complaint you are still unhappy with our findings following the completion of Stage 2 above then you may be entitled to refer it to the RICS Dispute Resolution Service. They can be contacted by telephone on 020 7334 3806, in writing at Surveyor Court, Westwood Way, Coventry CV4 8JE or by e-mail at drs@rics.org.

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