

## Jackie Quinn Estate Agents

### Complaints & Consumer Protection Procedure

#### WHEN THINGS NEED SORTING OUT

We are committed to providing you with the highest level of service possible, however we recognise that occasionally things can go wrong. By letting us know when you have a concern or complaint, we can work with you to understand what has happened and take steps to put matters right. This guide explains how you can make us aware of your views so that we can address any concerns quickly, fairly and professionally.

#### HOW DO I REPORT A COMPLAINT?

If you are unhappy with any aspect of our service, the first step is to contact us and explain what you are dissatisfied with. Complaints can be made by telephone, in writing by post, or by email. We will aim to resolve issues as quickly as possible. Where this is not achievable immediately, your complaint will be escalated to a manager for investigation.

Email: [office@jackiequinnestateagents.co.uk](mailto:office@jackiequinnestateagents.co.uk)

Telephone: 01372 271504

Post: Jackie Quinn Estate Agents, 71 The St, Ashtead KT21 1AA, United Kingdom

#### WHAT HAPPENS NEXT?

When we receive your complaint, we will:

- Send a written acknowledgement within three working days confirming who will investigate your complaint.
- Gather and review all relevant information and liaise with any departments or individuals involved.
- Provide a detailed written response within fifteen working days outlining the outcome and proposed resolution. If additional time is required, we will explain the reason for the delay in writing.

All complaints are treated confidentially and handled in a fair, consistent and unbiased manner. If we do not hear from you within eight weeks of our response, we will assume the matter has been resolved and the complaint will be closed.

#### STILL NOT HAPPY?

If, after receiving our response, you believe your complaint has not been fully addressed, please let us know. Your complaint will be acknowledged within three working days and passed to a more senior member of staff who has not previously been involved. Where possible, a final response will be issued within fifteen working days. If this is not possible, we will contact you to explain the delay and advise you of your right to refer the matter to an independent third party.

## **INDEPENDENT REDRESS SCHEME**

If you remain dissatisfied following our final response, you may refer your complaint to our independent redress scheme:

The Property Ombudsman (TPO)  
Milford House, 43–55 Milford Street  
Salisbury, Wiltshire, SP1 2BP  
Telephone: 01722 333306  
Website: [www.tpos.co.uk](http://www.tpos.co.uk)

## **PROPERTYMARK MEMBERSHIP**

Jackie Quinn Estate Agents are members of Propertymark. If you believe your complaint has not been satisfactorily dealt with by ourselves and the redress scheme, you may submit a complaint to Propertymark.

Propertymark Complaints  
Telephone: 01926 496 791  
Email: [complaints@propertymark.co.uk](mailto:complaints@propertymark.co.uk)  
Website: [propertymark.co.uk/professional-standards/complaints](http://propertymark.co.uk/professional-standards/complaints)

## **INSURANCE-RELATED COMPLAINTS**

If your complaint relates to insurance, this will be handled separately in line with regulatory requirements. Insurance complaints will be acknowledged within five working days. We aim to issue a final response within eight weeks. If we are unable to respond fully within four weeks, we will update you on the reasons for the delay.

If you remain dissatisfied following our final response, you may refer the matter to the Financial Ombudsman Service:

Financial Ombudsman Service  
Exchange Tower  
Harbour Exchange Square  
London, E14 9SR  
Telephone: 08000 234 567  
Email: [complaint.info@financial-ombudsman.org.uk](mailto:complaint.info@financial-ombudsman.org.uk)  
Website: [financialombudsman.org.uk](http://financialombudsman.org.uk)

## **DOCUMENT REVIEW**

This Complaints & Consumer Protection Procedure is reviewed annually to ensure continued compliance with consumer protection and regulatory requirements.