

COMPLAINTS PROCEDURE

Watson Homes is committed to providing its clients with a high quality service at all times.

However if you feel unhappy about any aspect of the process, please contact us in the first instance with your concerns to:

Watson Homes
5 Le Clos du Petit Pont
Rue du Craslin
St Peter
Jersey
JE3 7BU

Or email info@watsonhomes.je

In response to your concerns, Watson Homes will:

1. Acknowledge receipt of your concerns within 3 working days;
2. Investigate your concerns and respond within 15 working days;
3. If you still have concerns Watson Homes will arrange to meet with you to discuss further;
4. If you are still unhappy, you may contact Propertymark NAEA at

<https://www.propertymark.co.uk/complaints.aspx>