

## Complaints Procedure

The level of service we provide is important to us and therefore we are always looking for ways to improve. Should you wish to make a formal complaint or comment about any aspect of our service we will do our best to resolve the matter – please follow the below if you would like to register a complaint:

### How to Complain

Complaints should be raised with the Directors of the business, Jonathan Waring and Robin Lardner-Burke. Contact details below:

- Email [complaints@jackrose.london](mailto:complaints@jackrose.london)
- Post: 85 Great Portland Street, First Floor, London, W1W 7LT

Complaints received will be acknowledged within 3 working days of receipt by reciprocal communication, i.e. if the complaint is made by email our acknowledgment will be via email.

The Directors will carry out a detailed investigation. Thereafter a response will be provided within 15 working days of the date of complaint acknowledgment.

### If You Remain Dissatisfied

All complaint responses considered to be final, will include details of how to refer the matter to The Property Redress Scheme, noting that any such referral must be made within 12 months of our final view correspondence.

If there are mitigating circumstances for not being able to meet our aim to effectively respond and resolve complaints within the above-described timescales, the complainant will be contacted accordingly, informed of the reason(s) why and given appropriate revised timescales.