

## Philip Jarvis Estate Agent Ltd – Internal Complaints Procedure



Here at Philip Jarvis Estate Agent Ltd we are committed to providing a professional service to all our clients and customers. When something goes wrong, we need you to tell us about it. This will help us improve our standards.

If you have a complaint, please put it in writing, including as much detail as possible. We will then respond within the time frames set out below. Your complaint must be sent to Matthew Gilbert, Branch Manager, 1 The Square, Lenham, Kent ME17 2PH or by email for the attention of Matthew Gilbert to [homes@philipjarvis.co.uk](mailto:homes@philipjarvis.co.uk).

What will happen next?

- We will send you a letter acknowledging receipt of your complaint within three working days of receiving it, enclosing a copy of this procedure.
- We will then investigate your complaint. We will review your file and speak to any members of our team who were involved. A formal written outcome of our investigation will be sent to you within 15 working days of sending the acknowledgement letter.
- If at this stage, you are still not satisfied, you must contact us again and we will arrange for a separate review to take place by a senior member of staff. Should you wish to escalate to this stage then please write to Philip Jarvis, Director, 1 The Square, Lenham, Kent ME17 2PH or by email for the attention of Philip Jarvis to [homes@philipjarvis.co.uk](mailto:homes@philipjarvis.co.uk).
- We will write to you within 15 working days of receiving your request for a review, confirming our final viewpoint on the matter.
- If you remain dissatisfied, you can then contact The Property Ombudsman to request an independent review:

The Property Ombudsman, 43-55 Milford Street, Salisbury SP1 2BP

[www.tpos.co.uk](http://www.tpos.co.uk)

For your information, we are members of the following professional bodies. Please follow this Internal Complaints Procedure before contacting any of these professional bodies.



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