

Philip Jarvis Estate Agent Ltd
Complaints Procedure

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

If you have a complaint, it would be helpful if you could 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.

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 complaints procedure.
- A formal written response will be sent to you within 15 working days. Telephone complaints may be dealt with by telephone if straightforward, however a written response will be provided for complex or multiple issues.
- If your complaint remains unresolved following receipt of our response, it should be escalated in writing to the Customer Support Department for the parent Company at the following address: Arun Estate Agencies Ltd, First Floor, West Suite, Cottis House, Locks Hill, Rochford, Essex, SS4 1BB or by email to customer.support@arunestates.co.uk.
- The Customer Support Department will acknowledge receipt of your escalation and provide you with their formal written response within 15 working days.
- Further communication between you and the Customer Support Department may be necessary to resolve your concerns however, if an agreement cannot be reached, they will issue a final viewpoint letter.
- Once a final viewpoint letter has been received, you may refer the matter to The Property Ombudsman within 12 months. Their contact details are as follows: The Property Ombudsman, Milford House 43-55 Milford Street, Salisbury, Wiltshire SP1 2BP Tel: 01722 333306 www.tpos.co.uk