



IN-HOUSE COMPLAINTS PROCEDURE

Philip James is committed to providing a professional service to all our clients and customers, however we appreciate there are times when something can go wrong. Should you feel aggrieved with any aspect the service we have provided, we need you to tell us about it, as this will help us to improve our service and standards, and agree to remediation, should it be deemed applicable.

If you have a complaint, please follow the steps outlined below, this will ensure it's raised with the right people. We treat all complaints fairly, and endeavor to ensure a thorough investigation is completed upon receipt of all complaints.

We will respond to all complaints in line with the timeframes set out below, please note you need to have completed all stages of our complaint procedure and obtained a final viewpoint to enable you to refer your complaint to The Property Ombudsman.

What will happen next?

Stage 1 – Manager

Please put your complaint in writing via an e-mail to management@philipjames.co.uk, where your complaint will be picked up and distributed to the appropriate department manager. Please ensure you include any correspondence relating to your complaint, and any media if applicable.

We will acknowledge receipt of your complaint within 3 working days. Following this we will review your file and investigate your complaint internally, with a formal written outcome following the appropriate investigation to be sent to you within 15 working days of our acknowledgement of your complaint.

Stage 2 – Senior Management

If you remain dissatisfied following our Stage 1 response, please escalate your complaint via e-mail to customercare@philipjames.co.uk, this will be reviewed by a member of our Senior Management Team. We will acknowledge your complaint on receipt, and provide a response within 15 working days following further investigation.

Please ensure you outline the reason for your dissatisfaction when escalating your complaint, and advise what resolution you deem appropriate.

Next Steps

Should we have been unable to resolve your dispute through our in-house complaint procedure, or more than 8 weeks has elapsed since the complaint was first made, you can request an independent review from The Property Ombudsman. Note this service is free of charge, and can only be pursued once in receipt of our final viewpoint.

The Property Ombudsman
Unit 159756,
PO Box 7169,
Poole,
BH15 9EL
01722 333 306
admin@tpos.co.uk / www.tpos.co.uk

Please note the following:

You will need to submit your complaint to The Property Ombudsman within 12 months of received our final viewpoint letter, including any evidence to support your claim. The Property Ombudsman requires that all complaints are addressed through this in-house complaints procedure, before being submitted for an independent review.