

Customer Care Procedure

Information for Customers

JOHNS&CO is a member of The Property Ombudsman (TPOS) and as such aims to provide the highest standards of service to all our customers. To ensure that your interests are safeguarded, we have a Customer Care Procedure in place. The aim of this process is to resolve any issues or concerns as quickly as possible, although in the majority of cases we hope that matters such as these are resolved at branch level.

Stage One - Branch Manager

All complaints should, in the first instance, be directed to the Manager of the Branch you have been dealing with. He or she will endeavor to resolve your complaint immediately, and no later than within five working days of the first notification. We do recommend that where possible you outline your complaint in writing, especially if it appears a complex issue.

If you feel that your complaint has not been dealt with/resolved to your satisfaction, the Customer Care Department at our Head Office would like to know about it, so that we can ensure it is resolved in a timely fashion.

Please write (by letter or email) outlining the specific details of your complaint to:

Customer Care JOHNS&CO
4 Halyard Place
London E16 2TH
Email: customercare@johnsand.co

Stage Two — Director

Upon receipt of your letter of complaint, the Customer Care Department will acknowledge your complaint within three working days and will ask the Director for the branch involved to investigate and provide you with a full written response within 15 working days.

Stage Three — Final Senior Review

If you remain dissatisfied, a Final Senior Review can be conducted by a senior member of JOHNS&CO. To request a Senior Final Review of your complaint, please write (by letter or email) to the Customer Care Department highlighting the areas you feel have not been resolved.

We will acknowledge your letter or email within three working days and escalate your complaint to a senior member of JOHNS&CO who will then respond to you within 15 working days from the date of your written complaint.

Stage Four - The Property Ombudsman

After you have received a Senior Review response, you may approach the Ombudsman if you are still dissatisfied. The Property Ombudsman will not consider your complaint until you have exhausted our internal procedure.

Any referral to The Property Ombudsman must be made within 12 months of the date of our Final Senior Review letter.

Their details are as follows:

The Property Ombudsman
Milford House
43—55 Milford Street
Salisbury Wiltshire
SPJ 2BP

01722 333 306

admin@tpos.co.uk

www.tpos.co.uk

If we have not addressed your complaints within eight weeks, you can refer your complaint to the Ombudsman.

No charge will be made for any complaint we handle.