

Complaints Handling Procedure

We are committed to providing a professional service to all our clients and customers. If things go wrong, we need you to tell us about them. This will help us to resolve issues as soon as possible and improve our service going forward. If you have a complaint, this note sets out the procedure which we will follow in dealing with that complaint. If you have a complaint, please put this in writing (letter or email) to us. We will acknowledge receipt and respond in line with the timescales and stages set out below. The process should take no longer than 8 weeks.

We consider the needs of the individual and, where appropriate, make reasonable adjustments for people who might be disadvantaged because of factors such as their age, infirmity, disability, lack of knowledge, lack of linguistic or numeracy ability, economic circumstances, bereavement or do not speak English as a first language.

Stage 1 - Your Complaint

The person who has been appointed to deal with complaints is Mrs Joanna Bould, the Principal and Director of Jennings & Barrett. Where your complaint is initially made orally, you will be invited to submit a written summary of the complaint to Mrs Joanna Bould.

Please forward your complaint to via post or email to:

Jennings and Barrett Unit 2 Vogans Mill Wharf 17 Mill Street London SE1 2BZ	joanna@jenningsandbarrett.co.uk
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Please include the following details:

- The outline of your complaint and why you have concerns about the service you have received
- What you would like as a resolution
- The names of members of the team you have spoken to in connection with the complaint (if applicable)
- Time(s) and Date(s) of the incident(s)
- Telephone Numbers and/or Addresses they have used to contact you
- Any written correspondence in connection with the complaint
- Any other documentation in support of the complaint

Stage 2 - Our Acknowledgement

We shall acknowledge your complaint within three working days and start our in-house complaints procedure.

Stage 3 - Our Investigation

Your complaint will be investigated, and Joanna Bould will provide a formal written response addressing your specific complaints and proposing resolutions where appropriate. We shall endeavour to reach a satisfactory conclusion to the complaint within a period of 15 working days. If the complaint is of a complex nature, it may be necessary to extend this period by mutual agreement to consider the case fully.

Stage 4 – Dependent on the nature of the complaint:

4a. Complaints about our Obligations to You

If you remain unhappy after the last stage of the in-house complaint procedure (or more than 8 weeks has elapsed since the complaint was first made), then you can take the matter up with the Property Redress Scheme without charge.

Complaints can be made via the following channels:

Online: https://www.theprs.co.uk/complain by telephone: 0333 321 9418 by email: info@theprs.co.uk	Post to: Property Redress Scheme Premiere House 1st Floor Elstree Way Borehamwood WD6 1JH
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4b. – Issues with Your Lease and Service Charges

For complaints about your lease and the services provided under your lease, you can refer to the First-Tier Tribunal. For example:

- Increases in service charges and estate charges
- The fairness of charges applied in line with your lease
- The quality of management services provided
- Consultation on major works and contracts

The First Tier Tribunal operates five regional tribunals in England:

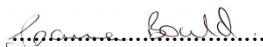
<https://www.gov.uk/courts-tribunals/first-tier-tribunal-property-chamber>

If we have not addressed your complaint within eight weeks, you can refer your complaint to the Ombudsman or the First Tier Tribunal.
No charge will be made for any complaint we handle.

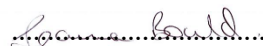
Should the complaint result in the termination of the contract, the handover procedure is as follows:

- Written notification received or issued confirming the termination date, insurance arrangements, administration fee, TUPE, supplier/contractors, year-end accounts, confirm new agent and finalise a handover date.
- Write to all leaseholders informing them of the decision to terminate and handover arrangements, including details of the new agent.
- Jennings & Barrett to liaise with the new agent to establish who is responsible for any ongoing litigation, debt/arrears, list of handover documents, including a timetable for handover of service charge monies and TUPE arrangements.
- Jennings & Barrett will arrange a handover meeting with the new agent. Please be advised that the complete handover procedure is available upon request.

Reviewed January 2023:


Joanna Bould

Reviewed July 2025:


Joanna Bould

JENNINGS & BARRETT