

# Johals Estate Agents

## COMPLAINTS PROCEDURE

Here at Johals Estate Agents we are committed to providing a professional service to all our clients. When something goes wrong, we need you to tell us about it. This will help us to improve our standards.

### **For Sales Department:**

If you have a complaint, please put it in writing, including as much detail as possible. We will then respond in line with the timeframes set out below. Your Complaint should be sent to Suman Dhillon, Client Executive, 100 Charles Street, Leicester, LE1 1FB. [Suman.Dhillon@johalsproperty.co.uk](mailto:Suman.Dhillon@johalsproperty.co.uk)

What will happen next?

- We will send you a email/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 acknowledgment letter.
- If, at this stage, you are still not satisfied, you should 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 Harry Singh, Owner/Managing Director, 100 Charles Street, Leicester, LE1 1FB. [Harry.Singh@johalsproperty.co.uk](mailto:Harry.Singh@johalsproperty.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.

### **For Lettings/Property Management Department:**

If you have a complaint, please put it in writing, including as much detail as possible. We will then respond in line with the time-frames set out below. Your Complaint should be sent to Suman Dhillon, Team Executive, 100 Charles Street, Leicester, LE1 1FB. [Suman.Dhillon@johalsproperty.co.uk](mailto:Suman.Dhillon@johalsproperty.co.uk)

- We will send you a email/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 acknowledgment letter.
- If, at this stage, you are still not satisfied, you should 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 Harry Singh, Owner/Managing Director, 100 Charles Street, Leicester, LE1 1FB. [Harry.Singh@johalsproperty.co.uk](mailto:Harry.Singh@johalsproperty.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 Property redress Scheme to request an independent review:

**1st Floor, Premiere House, Elstree Way, Borehamwood WD6 1JH**

**Telephone: 01722 333306**

**Scheme Number: PRS029937**