

COMPLAINTS HANDLING PROCEDURE

1. INTRODUCTION

- 1.1. Jeremy James and Company (“JJC”) (company number 02923388) has its registered office at Blick Rothenberg, 1st Floor, 7-10 Chandos Street, London, W1G 9DQ. Our trading address is 33 New Cavendish St, Marylebone, London W1G 9TS.
- 1.2. JJC is a full member of the Property Redress Scheme (“PRS”), Premiere House, 1st Floor, Elstree Way, Borehamwood, WD6 1JH. PRS is authorised by the National Trading Standards Estate Agency Team (formerly the Office of Fair Trading) to offer redress to consumers of Estate Agents under the Consumers, Estate Agents and Redress Act 2007. In the unlikely event that we are not able to resolve your complaint to your satisfaction, you have the right to refer the matter to PRS.
- 1.3. This Complaints Handling Procedure (“CHP”) has been drafted having regard to:
 - The PRS Guide to Complaints for Members
 - The PRS Model Internal Complaints Procedure for Members
 - The requirements and recommendations of our Professional Indemnity Insurers (“insurers”); and
 - The nature of our client base
- 1.4. We are very sorry that you have decided to pursue a formal complaint against JJC. In the first instance, JJC will always attempt to find a solution to your complaint verbally. However, if we are unable to do so, this CHP outlines the procedure that will be followed in relation to your complaint. You should understand that we are obliged to follow the directions of our insurers in the processing of any complaint which could lead to a claim against JJC. These directions may include following a particular course of action and, in particular, not admitting fault or liability in any way.

2. WHO DEALS WITH COMPLAINTS AT JJC?

- 2.1. Your complaint should be notified in writing to **Jeremy Cohen** at JJC. His contact details are as follows:

Post:

Jeremy Cohen
Jeremy James and Company
33 New Cavendish St
Marylebone
London
W1G 9TS

Email:

jeremy@jeremy-james.co.uk

3. HOW DO I COMPLAIN?

- 3.1. If you wish to make a formal complaint, you will be asked to submit a written notification by post or email in the form of **section 4** below.
- 3.2. We will at that point also consider what action may need to be taken with our insurers. You will understand that any interaction we have with our insurers will remain confidential.

4. LETTER OF NOTIFICATION

- 4.1. A letter of notification (“Complaint”) should be clearly identified as such in the heading and contain a brief outline of the claim. This should specify as follows:
 - 4.1.1. Outline of your complaint and explain why you have concerns about the service you have received;
 - 4.1.2. What you would like as a resolution;
 - 4.1.3. The names of advisors with whom you have spoken to in connection with the complaint (if applicable);
 - 4.1.4. The time(s) and date(s) of the incident(s);
 - 4.1.5. Telephone Numbers and/or Addresses you have used to contact us;
 - 4.1.6. Any written correspondence in connection with the complaint;
 - 4.1.7. Any other documentation in support of the complaint.
- 4.2. If you need any further assistance on the form and content of your letter of complaint, please refer to the PRS Guide to making a complaint which can be found here <https://www.theprs.co.uk/Complain>

5. RECEIVING AND REVIEWING THE COMPLAINT AND THEREAFTER

- 5.1. On receiving a Complaint JJC will acknowledge receipt in writing within 3 working days of receipt.
- 5.2. Immediately after receipt and acknowledgement of the Complaint, Jeremy Cohen will either lead or appoint another member of staff to handle the Complaint independent of the member of staff who was acting on the relevant transaction and undertake a thorough review of the matter and the issues. We will also create a formal entry in our complaint log which will be updated as the conduct of the Complaint is progressed.
- 5.3. Subject to agreement with our insurers, we will respond to you in writing within 10 working days of the date of our letter of acknowledgement of the Complaint, unless we have already told you that we need more time to review the Complaint, perhaps in conjunction with our insurers.

5.4. Our response will detail the allegation(s), our response, any proposal we make in relation to those allegations, which may include action to address the allegations, by way of rectification and/or financial recompense, and/or if appropriate our denial of liability.

5.5. If you remain dissatisfied with our response as above, you may contact us again in writing and we will conduct a further review. We will, subject to the issues set out above, endeavor to respond to your further request within 10 working days of your request for a further review. For the avoidance of doubt, the outcome of our further review will be our final position in relation to the Complaint.

6. SETTling A COMPLAINT

6.1. If you are satisfied with our response, we will ask you to confirm in writing that such is the case and we will, subject to input from our insurers do all such acts, matters and things as we have agreed in order to treat the Complaint as settled and closed.

7. FURTHER ACTION

7.1. If you remain dissatisfied with our response, you have the right to complain to PRS not earlier than the date which is 8 weeks after the date of the Complaint but which is within 12 months of receiving our final position on the Complaint or otherwise seek redress through the Courts.

7.2. In order to make a complaint, please contact the Property Redress Scheme directly or alternatively, visit their website and fill out a Complaints Form. The Property Redress Scheme contact details are as follows:

Web: www.theprs.co.uk

Email: complaints@theprs.co.uk

By post at:

The Property Redress Scheme
Premiere House, 1st Floor
Elstree Way
Borehamwood
WD6 1JH

7.3. We expect that, if you remain dissatisfied, you will seek independent legal advice to pursue such remedies as you are advised you may have. At that point, we will take such action as we are advised to take by our insurers.

Jeremy James and Company