

PROCEDURE FOR HANDLING GRIEVANCES OR COMPLAINTS
(Johnsons Lettings)

1. JOHNSONS LETTINGS – a Member of the Property Ombudsman Scheme – aims to provide a good standard of service to all our customers. To ensure that your interests are safeguarded, a grievance procedure has been introduced. This provides for the matter to be dealt with internally and – in the event that we are not able to deal with the matter to our mutual satisfaction – if you are a consumer by reference to The Property Ombudsman (or if you are a Company by reference to Neutral Evaluation Procedures for Surveying Disputes)
2. If you believe you have a grievance please raise it in the first instance with Mr R A Johnson at the address below.

JOHNSONS LETTINGS
24 Hallgate
Doncaster
DN1 3NG

Tel: 01302 322121

3. Your grievance will be acknowledged within 3 working days, investigated in accordance with in-house procedures and a reply sent to you within 15 working days of receipt of your letter. This time limit may need to be reviewed if there are genuinely unavoidable commitments affecting either party.
4. In the event that the final review as detailed above still fails to satisfy your grievance, then if you are an individual you are at liberty to have the matter referred to The Property Ombudsman, Milford House, 43 -55 Milford Street, Salisbury, Wiltshire, SP1 2BP, to whom information will be provided by this firm. Such a referral can only be made within 12 months of our final review.
5. If you are a Company you may have the matter referred to Neutral Evaluation Procedures for Surveying Disputes sponsored by The Chartered Institute of Arbitrators, 24 Angel Gate, City Road, London, EC1 2RS from whom details of the form may be obtained.
6. If your complaint relates to a Deposit, you are entitled to refer to the Deposit Protection Service, The Pavilions, Bridgwater Road, Bristol BS39 7SF.

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