

Jenkins Property

COMPLAINTS PROCEDURE

Jenkins Property Lettings Ltd T/A Jenkins Property

At Jenkins Property we are committed to providing a professional and efficient service to all clients and customers. However, if something goes wrong, we want to hear about it so that we can resolve the issue as quickly as possible.

This procedure complies with the requirements of the **The Property Redress Scheme**.

Stage 1 – Making a Complaint

All complaints must be made in writing.

Please address your complaint to:

The Complaints Officer

Jenkins Property Lettings Ltd T/A Jenkins Property

Email: management@jenkins-property.com

Your complaint should include:

- Your full name and contact details
- The property address (if applicable)
- Details of your complaint
- Copies of any relevant documentation
- The outcome you are seeking

We will acknowledge receipt of your complaint in writing within **3 working days**.

Stage 2 – Investigation

Your complaint will be investigated by a senior member of staff who has not been directly involved in the matter where possible.

A formal written response outlining our findings and proposed resolution will be issued within **15 working days** of receiving your complaint.

If we require more time to investigate the matter, we will write to you explaining the reason for the delay and provide an updated response timeframe.

Stage 3 – Final Viewpoint

Jenkins Property

If you remain dissatisfied after receiving our initial response, you may request a further review.

Your complaint will then be reviewed at director level and we will issue a **Final Viewpoint Letter** within **15 working days** of the review request.

This letter will confirm our final position on the matter.

Stage 4 – Independent Redress

If you are still dissatisfied after receiving our Final Viewpoint Letter, or **8 weeks have passed since you first made the complaint**, you may refer the complaint to:

The Property Redress Scheme

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

Website: www.theprs.co.uk

Email: info@theprs.co.uk

The Property Redress Scheme is an independent body that will review the complaint and make a decision.

Important Notes

- Complaints must be referred to the Property Redress Scheme within **12 months** of receiving our Final Viewpoint Letter.
- The complainant must allow Jenkins Property the opportunity to resolve the complaint through this internal complaints procedure before contacting the Property Redress Scheme.