

Moore Jones Property Consultancy has a formal complaints procedure which is explained below. As a customer, you expect a first –class service from us, and we aim to provide it. We have high standards, but if you believe that we have made a mistake, please get in touch with us as soon as possible and we will do everything we can to put it right.

We are also subject to the rules of The Property Redress Scheme <https://www.theprs.co.uk/Consumer>

We hope that our complaints procedure will resolve any complaint without the need for you to contact The Property Redress Scheme. Please note that the Property Redress Scheme will not investigate your complaint unless the following has occurred;

1. The company is a member of the Property Redress Scheme.
2. You have written to complain about the matter and allowed a minimum of 8 Weeks for a response
3. If you have not received a response after 8 weeks or you are unhappy with the response you have received, your complaint must be made to the Property Redress Scheme within 6 months of your last communication.

Our in-house Complaints Procedure

If you have a problem with Moore Jones Property Consultancy, in the first instance please discuss this with Diane Moore Jones – Director.

Our aim is to provide a first class service and to do everything we can to ensure you are satisfied. If you feel that we have fallen short of this standard and you would like to raise your concerns, we ask that you inform us in writing.

If you feel that the matter has not been resolved to your satisfaction please forward your complaint in writing to moorejonesproperty@gmail.com or by writing to Diane Moore Jones, c/o Dains Accountants, Towers Business Park, Venture Point, Wheel House Road, Rugeley, Staffordshire, WS15 1UZ.

Please include the following information in your correspondence;

- An outline of your complaint and explain why you have concerns about the service that you received
- What you would like as a resolution
- The name of everyone that you spoke with in connection with the complaint (if applicable)
- The date and time of the incident(s)
- Any written correspondence in connection with the complaint
- Any other documentation in support of the complaint

The timescales for dealing with a complaint are as follows:

You will receive an 'acknowledgement of receipt' of your complaint from us within 3 working days of receipt of your complaint.

Within 10 working days of the acknowledgement, you will receive a full response. - If we are unable to resolve the matter within the 10 working days as stated above, we will provide you with reasons why we could not meet this time frame and provide you with an estimate of when a full response will be received.

After our final written response, we may deem the complaint closed. If we deem the matter closed then we reserve the right not to enter into any further correspondence. We are members of the Property Redress Scheme. If you remain unhappy with the response received from us and have exhausted our complaints procedure, you can contact the Property Redress Scheme to ask them to investigate your complaint

Taking your complaint to The Property Redress Scheme

You must have waited 8 weeks from the date of your written complaint to us for a response; and it must still be within one year from the last communication with the agent regarding this complaint

The Property Redress Scheme is a government approved Redress Scheme who resolves complaints between Members and their consumers. The complainant must have exhausted the Member's internal complaints procedure and remain dissatisfied with the Member's response. The Property Redress Scheme is free to use for the complainant and further information and guidance on how to resolve complaints is available via their website.

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 Kind regards, Investigation If first contact is unsuccessful or for issues that are more complex or serious then a formal investigation may be required.