

We are here for you.

In the unlikely occurrence you should feel the need to make an official complaint to the Jordan Marks Estates Office, please do so by phone call or email to one of the following Directors of the business. Regardless of how we receive your complaint we will acknowledge receipt in writing within 3 working days:

Phone Number: 01202 484444

Jordan Ridout	Jordan@jordanmarksestates.co.uk
Mark Ridout	Mark@jordanmarksestates.co.uk
Simon Green	Simon@jordanmarksestates.co.uk

You will be advised within the written acknowledgement who will be responsible for investigating your complaint.

All complaints will be fully investigated within 10 working days, should further time be required e.g. to receive reports from a third party, you will be informed in writing. If for any reason a response is not received in the above time frame, please contact the person dealing with your complaint directly.

Once you receive our initial response, if we do not hear from you within eight weeks from the date of our response, we will assume the matter has been addressed by our correspondence and we will close your file.

Should you have concerns in the meantime please contact the member of staff whose name appears on the letter of acknowledgement.



It is our hope together we can find a resolution. But if you are still unsatisfied?

At Jordan Marks we are committed to ensuring all complaints are fully and fairly addressed. In the unfortunate occurrence that you feel we cannot reach a fair and agreeable resolution to your grievance, we respect your right to take your complaint to a third party and we will fully co-operate with them.

Should we sadly reach the unusual occurrence that we find ourselves in a 'deadlock' situation following the filing of your complaint, we will confirm this to you in writing. This letter will signal that we have come to the end of our internal complaints procedure and therefore you may choose to progress your issues further with a regulating body.

If you are still not satisfied after the last stage of the in-house complaint procedure (or more than 8 weeks has elapsed since the complaint was first made) you can request an independent review from The Property Ombudsman without charge:

The Property Ombudsman, Milford House, 43.55 Milford Street, Salisbury, Wiltshire SP1 2BP
Telephone: 01722 333306 admin@tpos.co.uk www.tpos.co.uk

Please note the following:

You will need to submit your complaint to The Property Ombudsman within 12 months of receiving our final viewpoint letter including any evidence to support your case.

The Property Ombudsman requires that all complaints are addressed through this in-house complaints procedure, before being submitted for an independent review.



Jordan Marks Estates