

COMPLAINTS HANDLING PROCEDURE
FOR
JONES ASSOCIATES RETIREMENT COMPANY.

Structure of the Firm:

The Company specialises in the Management of Residential Retirement Developments.

The Company has two Directors, Mrs Pauline Jones and Mr Justin Jones.

The Company has its only office at Unit 1c South Park Cour, Hobson Street, Macclesfield, SK11 8BS and its Registered Office at Georges Court, Chestergate, Macclesfield, Cheshire, SK11 6DP. Telephone Number 01625 917 410. The Company's e-mail address is:
office@jonesassociates.uk.com

The Company is committed to providing a high quality Service to Leaseholders and Tenants. On rare occasions however there may be cause to raise an issue (or issues) with The Company by way of Complaint, and this Procedure sets out the manner in which Complaints will be handled.

It is of great importance to The Company that this Complaints Procedure offers the opportunity to voice dissatisfaction so that the issues can be addressed and all Complaints will be dealt with fairly, sympathetically and quickly. Raising Issues can also help The Company improve standards for the benefit of all.

If there are any questions regarding this Procedure please do not hesitate to contact The Company's Complaints Officer noted below. We hope that the need to use this Procedure will not arise but, if it does, please be assured that the matter(s) will be dealt with objectively and with the utmost courtesy. We will not charge for handling Complaints under this Procedure.

Procedure for Complaints Handling

The following sets out the Procedure which the Company follows in dealing with Complaints.

Stage One

1. Any issues, or dissatisfactions, should, in the first instance, be directed (verbally or in writing) to the Person handling the matter within The Company. The vast majority of problems can usually be resolved at this stage on an amicable basis.

2. If the situation is not resolved, then a Formal Approach can be made to The Company by implementing The Company's Complaints Handling Procedure and a Person has been appointed in this office to deal with Complaints. The details are:-

Mr James Jones E-Mail: james.jones@jonesassociates.uk.com

3. Please set out details of the Complaint in full, and in writing (regardless of any previous contact) addressed to The Company's Complaints Officer set out in (2) above. This is to ensure that the Complaints Officer fully understands the nature of the Complaint and has a written record of it. The Complaints process cannot continue to the next stage unless the foregoing procedure is completed.

We will send you written acknowledgement of the receipt of your written Complaint within three working days of receiving it, enclosing a copy of this Procedure.

Stage Two

Once we have received the written summary of your Complaint, an Investigation will be carried out by Mr Jones.

4. Mr Jones (or The Company) will initially make contact in writing to acknowledge receipt of the Complaint. The Investigation carried out by Mr Jones will include a full Review of the relevant file along with interviews with the Company Personnel, and any third parties, involved in the matter. Mr Jones may ask you for any additional relevant details that may assist him in completing his Investigation.

We aim to complete the Investigation within 14 working days of receipt of the Complaint under Stage 1 (3) above. If that is not possible we will advise of the extent of any delay.

Following completion of his Investigation, Mr Jones will write to advise you of his Findings and, in doing so, will try to satisfactorily resolve the Complaint. Mr Jones will invite you to advise if you are satisfied with the outcome

If you are satisfied with the outcome of the investigation into your Complaint, or we have not heard from you within 14 working days of Mr Jones writing to you with the outcome of his Investigation, it will be deemed that the matter has been concluded.

5. If you are not satisfied by the Findings arising out of the Investigation, you should identify your continuing areas of concern, in writing, on the basis of which a further Investigation will be carried out. We will provide a full response within 14 working days or, if that is not possible, an update on what is happening with your Complaint will be sent within 10 working days, both dates within receipt of your written further concerns.

6. When a full response is given under Stage 2 (5) above, this will inform you in writing of the outcome of the further investigation into your Complaint and we will invite you to advise if you are satisfied with the outcome, and if so that will conclude the Complaint. If we have not heard from you within 14 working days of the date of our full response, the Complaint will be deemed to be concluded.

Stage Three

7. If you are dissatisfied with the outcome of our further investigation and we cannot otherwise agree on how to resolve your Complaint then, upon receipt of your written confirmation of dissatisfaction we will, within 7 working days, write a deadlock letter to you, and confirm that you may take your Complaint to the final stage of our Complaints Handling Procedure, which is referral to an independent third party redress mechanism, of which the Firm is a Member as follows:

The Property Ombudsman,
33-55 Millford Street, Salisbury. SP1 2BP www.tpos.co.uk Tel: 01722 333306

Please be aware that The Property Ombudsman will only accept a Referral once the Complaints Handling Procedure above has been fully exhausted.

You will need to submit your Complaint to The Property Ombudsman within 12 months from the date of our final deadlock letter, including any evidence to support your case.

NOTE:-Any references to 'letter', 'write', 'writing' or 'written' mean: Inward: by e-mail or by postal Recorded Delivery addressed to The Company's Registered Address. Outward: By post (with proof of posting) to your known address, or the e-mail address from which the Complaint was made.

Working Days are Monday – Friday and mean the days starting with the working day after the requirement within each Stage.