

Jaggard Macland LLP Client's Complaint Handling Procedure

If you have a complaint about the service you have received from Jaggard Macland LLP, we will follow the following procedure in dealing with your complaint:

Stage One

We have appointed Greg Rowland to deal with complaints. If you have a question or would like to make a complaint, please do not hesitate to contact him at:

Greg Rowland
Jaggard Macland LLP
McBride House
32 Penn Road
Beaconsfield, HP9 2FY
Telephone: 01494 689616
Email: gjr@jaggardmacland.co.uk

If you have initially made your complaint verbally, whether face to face or on the telephone, please also make it in writing addressed to Greg Rowland.

Once we have received your written complaint, Greg Rowland will confirm receipt in writing within 3 working days.

The first stage of our complaint's handling procedure will involve full consideration of your complaint by Greg Rowland on behalf of the firm. We will try to resolve the complaint to your satisfaction. If you are happy with the outcome of Greg Rowland's investigations into your complaint, the matter will conclude.

We will consider your complaint as quickly as possible. We will provide you with a full response or, if that is not possible, an update on what is happening with your complaint within 15 working days.

Stage Two

If we cannot agree on how to resolve the complaint, then you will have the opportunity to take your complaint to the final stage of our complaint's handling procedure which is The Property Ombudsman for Consumer Clients and the RICS Dispute Resolution Service for Business Clients.

We will advise you as to which is the appropriate organisation depending upon the nature of the relationship we have with you. The contact addresses for the two organisations are as follows:

The Property Ombudsman
Milford House
43-55 Milford Street
Salisbury
Wiltshire
SP1 2BP
Telephone: 01722 333306

RICS Dispute Resolution Service
Surveyor Court
Westwood Way
Coventry
CV4 8JE
Telephone: 0870 333 1600

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