

In House Complaints Procedure

Oliver Jaques, who is registered with the Ombudsman for Estate Agents OFT Approved Estate Agents Redress Scheme, aims to provide the highest standards of service to all our customers. To ensure that your interests are safeguarded, a complaints procedure has been introduced. This provides for the matter to be dealt with internally by **Mr Michael Petherbridge** and in the event that we are not able to deal with the issue to our mutual satisfaction, by reference to the Ombudsman for Estate Agents.

If you believe you have a complaint, please write in the first instance to our Compliant Consultant:

Mr Michael Petherbridge- 229 – 231 Lower Road, Surrey Quays, London SE16 2LW

Or via email Michael@o-j.co.uk

Your complaint will be acknowledged within 24 hours but no longer than 3 working days, investigated thoroughly in accordance with established in house procedures and a formal reply will be sent to you within 15 working days of receipt of your complaint.

If you are not satisfied with the outcome of our initial investigation, you are provided with a further opportunity to have the complaint reviewed by our Managing Director:

Miss Nicola Heard – 229 – 231 Lower Road, Surrey Quays, London SE16 2LW

Or via email Nicola@o-j.co.uk

In the event that the final review as detailed above still fails to satisfy your complaint, then you may refer the matter to the Ombudsman for Estate Agents. We will submit our file to the Ombudsman on request. You are entitled to have your complaint referred to the Ombudsman should we fail to deal with matters promptly or do not comply with our in house complaint procedure within 8 weeks from the date we receive your complaint in writing.