



SJ PROPERTY SERVICES

Complaints Policy

Effective Date: 1st October 2025

Business Name: SJ Property Services

Applies to: All customers, tenants, landlords, buyers, and sellers

Policy Owner: [Director / Complaints Manager]

1. Policy Statement

At SJ Property Services, we are committed to providing high-quality, professional, and transparent property services. However, we recognise that occasionally things may go wrong. This policy outlines how customers can raise complaints and how we will respond to and resolve them fairly and efficiently.

2. Purpose

This policy aims to:

- Provide a clear and accessible process for making complaints
- Ensure complaints are handled promptly, fairly, and confidentially
- Identify areas for improvement to enhance service delivery
- Comply with the standards set by The Property Ombudsman or Property Redress Scheme



3. What is a Complaint?

A **complaint** is defined as:

"An expression of dissatisfaction, whether oral or written, about the standard of service, actions or lack of action by [Your Company Name] or its staff."

4. How to Make a Complaint

Customers can raise complaints via:

- **Email:** [Insert complaints email address]
- **Post:** [52 Lewes Road, Brighton, BN2 3HW]
- **Phone:** 01273 957666 (for informal resolution only – written complaints are required for formal investigation)

Complaints should include:

- Full name and contact details
- Property address (if applicable)
- A clear description of the issue
- Relevant dates and names of staff involved
- Copies of any supporting documents

5. Complaint Handling Process

Stage 1 – Initial Response (Informal Resolution)

- We encourage customers to raise issues directly with the relevant staff member or manager as soon as possible.
- We will aim to resolve the issue informally within **3 working days**.

Stage 2 – Formal Complaint

If the issue is not resolved informally:





1. Submit a written complaint (email or post).
2. A **Complaints Manager** will acknowledge receipt within **3 working days**.
3. A full investigation will be carried out.
4. A **written response** will be issued within **15 working days** (or an update if more time is needed).
5. Where appropriate, we will explain what went wrong and any remedial action to be taken.

Stage 3 – Final Review

- If you remain dissatisfied, you may request a final review by a **Director or Senior Manager**.
- A final response will be sent within **15 working days**.

6. Escalation to a Redress Scheme

If you remain dissatisfied after receiving our final response (or after 8 weeks with no resolution), you may escalate the complaint to our redress scheme:

- **The Property Ombudsman (TPO)**
Website: <https://www.tpos.co.uk>
Tel: 01722 333 306

OR

- **Property Redress Scheme (PRS)**
Website: <https://www.theprs.co.uk>
Tel: 0333 321 9418

Check which scheme we are a member of in our office or on our website.





7. Confidentiality

All complaints are handled in line with our **Data Protection Policy** and the **UK GDPR**. Personal data will only be used for managing the complaint and will be stored securely.

8. Monitoring and Review

All complaints are logged and monitored to identify trends and improve services. This policy is reviewed annually or in response to changes in legislation or regulatory requirements.

9. Contact Details

- **Complaints Manager:** Simon Jeffries
- **Email:** simon@sjpropertyservices.com
- **Address:** 52 Lewes Road, Brighton, BN2 3HW
- **Phone:** 01273 957666