

Formal Complaints Handling Strategy

1.0 Purpose and Scope

This strategy outlines how JL Jacob Littorin should handle formal complaints filed by individuals, client or not, through the Formal Complaints Form. It is the responsibility of all individuals within JL Jacob Littorin to professionally, with tact and diplomacy, handle formal complaints. It is a core part of the services of JL Jacob Littorin to provide a safe environment for individuals to file complaints to air their thoughts - whatever they might be. This strategy complies with the requirements and codes of practice set up by The Property Redress Scheme and the National Association of Estate Agents NAEA.

2.0 Legislation

Sales and letting agents are required to belong to an independent redress scheme under the Estate Agents Act 1979. JL Jacob Littorin is a member of The Property Redress Scheme (www.theprs.co.uk) and a member of the National Association of Estate Agents Propertymark (www.naea.co.uk), which requires its members to operate a formal complaints procedure. The requirements of this strategy adheres to the codes of practice established by The PRS and the NAEA. Any expression of dissatisfaction against JL Jacob Littorin, from any party, must be regarded as a complaint and dealt with accordingly.

3.0 Strategy Requirements

This strategy requires JL Jacob Littorin to always follow the Internal Formal Complaints Procedure s.o.p (standard operating procedure) that guides JL Jacob Littorin to handle any formal complaints, and informal complaints, in a professional manner with tact and diplomacy. JL Jacob Littorin must also check the Formal Complaints Form's submitted responses at least once per day.

JL Jacob Littorin must ensure that any party who expresses dissatisfaction is cared for, that they feel safe and shown empathy. The dissatisfaction must be dealt with in a reasonable manner and information noted down accurately. If the dissatisfaction cannot be resolved informally, JL Jacob Littorin must encourage

the party to file a formal complaint through the Formal Complaints Form. When the formal complaint is received through the form created using Google's services, JL Jacob Littorin must in an email to the complainant acknowledge their formal complaint within 3 working days. At this stage the complainant is reminded that JL Jacob Littorin is a member of The Property Redress Scheme should they feel it necessary to take matters further. The complainant is also given a copy of this strategy.

JL Jacob Littorin must proceed to investigate the complaint and give a response within 15 working days. If the investigation takes longer, the complainant must be notified within 15 working days that the investigation will take longer, and be given an estimate of when they could expect a response.

Where a complaint is unjustified, the response to the complainant must explain why. Where a complaint is justified, JL Jacob Littorin will create a response with a suggested resolution and mitigants. The response will state what is being done about the matter and how JL Jacob Littorin intends to put matters right. If the complainant is not content with the suggested resolution and mitigants, JL Jacob Littorin must engage in further investigation and attempt to find a resolution. The resolutions forwarded to the complainant must be genuine, humble and empathetic. The complainant must feel safe and be cared for throughout this process. JL Jacob Littorin must communicate effectively to the complainant that it is in JL Jacob Littorin's best interest to resolve the matter for them, to make them happy.

4.0 Taking the Matter Further

This strategy requires JL Jacob Littorin to assist the complainant in the case that their complaint cannot be sorted out within JL Jacob Littorin's complaints procedure. JL Jacob Littorin must help their complainant in being informed that they can take their complaint further by contacting the professional body (the NAEA) or the redress scheme (The PRS).

This strategy requires JL Jacob Littorin to work effectively with the NAEA and the PRS should a complaint be forwarded to either. When asked by the NAEA or the PRS about the complaint, JL Jacob Littorin must submit a formal response as soon as possible, and submit copies of documents and/or correspondence that is in JL Jacob Littorin's possession in relation to the complainant.

5.0 Roles and Monitoring

Jacob Littorin is monitoring this strategy.

6.0 Version History

Version	Changes made	Date	Made by
v0.1	Document created	2023-02-11	Jacob Littorin
v1.0	First release	2023-02-11	Jacob Littorin

