

INTERNAL COMPLAINTS PROCEDURE

- As a member of the National Approved Letting Scheme and the National Association of Estate Agents, we aim to provide the highest standard of service to all landlords and tenants. One of the requirements of our membership is that we have a process for assessing complaints about our service, appropriate to our firm's size and structure.
- All branch staff will deal with the normal day to day problems on a one to one basis but once a formal complaint as such has been raised i.e. "I am not satisfied with the standard of your work/conduct/behavior etc and I wish to make a formal complaint" , then at that stage you will be requested to put your complaint in writing, setting out your concerns by reference to any related documents – terms of business, tenancy agreement, inventory etc, and send it to **Vanessa Boswell Lettings Manager** , at the address below.

Tobin Jones Property

Pevensey House 27 Sheep Street Bicester Oxon OX26 6JF

Email: info@tobinjones.com

- The grievance letter will be acknowledged promptly, investigated in accordance with established "in house" procedures and a reply sent to you within seven working days of receipt of the original letter. You will be invited to make any comments that you may have in relation to this response.
- Subsequently if you remain dissatisfied with the way we have handled your complaint, please write to **Tobin Jones Senior Partner**, at the above address.
- Finally, having exhausted our in-house procedures, if you are still not satisfied with our response, you may refer your complaint to:

National Federation of Property Professionals

Arbon House 6 Tournament Court Edgehill Drive Warwick Warwickshire CV34 6LG

Tel: +44 (0)1926 496800 Fax: +44(0)1926 417788 Email: info@nfopp.co.uk

- OR -

The National Approved Letting Scheme

Tavistock House 5 Rodney Road Cheltenham GL50 1HX

Tel: 01242 581712 Fax: 01242 232518 Email: info@nalscheme.co.uk