anthony james estate agents

Complaints Form:
Residential Leasehold Management

The details below in Part 1 are required for administration purposes. A copy of this form and attachments will be sent to all relevant included and named parities within the complaint information you provide.

Part 1 – About you

If you are an Authorised Person you will be required to provide a signed Letter of Authority to allow us to consider the complaint.

Your Details (lead complainant)

Title:_____ First name: _____

Surname:_____

Email: _____

(Unless you indicate otherwise by providing a correspondence address, we will write to you via email. All email correspondence will be sent solely to the above email address).

Preferred Phone No:_____ Alternative Phone No: _____

Correspondence Address (if applicable):

Post Code: _____

Any additional complainants must sign or type their name where indicated on page 9.

Details:

Branch Name: _____

Branch Trading Address: _____

My relationship to the Anthony James is:

☐ Owner of Block/Estate ☐ RMC Director ☐ RTM Director ☐ Residents Association ☐ Leaseholder ☐ Freeholder ☐ Tenant

☐ Authorised Person _____ (please specify)

☐ Other _____ (please specify)

Are there any outstanding fees?* ☐ Yes ☐ No ☐ N/A **Amount £** _____

Has a goodwill offer been made? ☐ Yes ☐ No **If yes, what was it:** _____

Has a final viewpoint letter been received? ☐ Yes ☐ No **Did you accept the offer?** ☐ Yes / ☐ No

***We recommend that you pay any outstanding fees to avoid legal action**

Has your dispute been referred to:

Mediation? ☐ Yes ☐ No Court? ☐ Yes ☐ No

Tribunal? ☐ Yes ☐ No If yes, has a court date been set? ☐ Yes ☐ No

Date: _____

Other referral? _____

Addresses of all Properties/Premises concerned:

What would resolve your dispute?*

These details are required for us to administer your complaint. ref _____
A copy of this form and attachments will be sent to the agent

Additional Information

Communicating with us

- We will always contact you via email or phone. If you would prefer us to communicate with you by post, please let us know.
- If you have a particular need in the way in which we communicate, please let us know and we will do our best to help, based on your needs.
- We can provide information in braille, large print or another language.
- By law, we must make reasonable adjustments to allow people with a disability to access our service. This is also part of our commitment to excellent customer service.
- If you need adjustments to enable you to access our service please let us know and we will do our best to help.

If you are a Director of a management company, we require the signatures of all Directors to progress the complaint.
For Resident's Associations only - we will accept authorisation from the Chairman.

Summary of general complaint.

Complainant:	Ref:

PLEASE BE ADVISED, WE CANNOT CONSIDER COMPLAINTSTHAT HAVE BEEN PREVIOUSLY RAISED WITH US WHICH HAVE BEEN ANSWERED PREVIOUSLY.

Part 2 – Your specific complaints

(Instruction: Please add a summary of your specific complaint in the numbered boxes below. To add further detail, please use the following additional sheets, clearly marking them with the relevant box number).

Your Specific Complaints:	Property Involved: If more than 1 address	Date this took place	Date complaint was raised
1			
What would resolve this issue?			
2			
What would resolve this issue?			
3			
What would resolve this issue?			

4			
What would resolve this issue?			
5			
What would resolve this issue?			
6			
What would resolve this issue?			

Please note that we may not be able to consider your complaint if it has received a ruling elsewhere (such as in court). If a court date has been set, we may suspend our investigation until after the case is heard. If your complaint is of a legal, criminal or private nature of Reference may preclude our consideration of the matter.

Part 2 – Your Specific Complaint No:_____ **Further Details**

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IF APPLICABLE, PLEASE INCLUDE ANY ADDITIONAL EVIDENCE THAT YOU WISHUS TO CONSIDER ALONGSIDE THIS FORM AND LIST BELOW

Additional Evidence:

- We will base our findings on the documentary evidence you submit*.
- It is especially important to attach evidence in support of actual financial loss.

*Please ensure you send copies only, as it may not be possible to return originals.

Submitting your complaint form electronically to AJ.

- Please ensure that the form is signed and that you have attached copies of any relevant supporting documentation. You should then submit the form and any attachments by email to us at AJ complaints@ajestateagents.co.uk.

Submitting your complaint form by post to AJ

- If you are unable to complete this complaint form electronically, please print it out or contact us to obtain a hard copy by post.
- Please fill in the form by hand ensuring that you write clearly using a dark ball point pen.
- You can then either scan the form and any supporting documentation and send it by email to us at complaints@ajestateagents.co.ukor send the form and copies of the supporting documentation by post to the address on page 9.

If you need any help completing this form either electronically or by hand please let us know.

Your authority

- Submitting the complaint form gives us permission to obtain the agent's file which we use to review your complaint. If you are submitting this form on behalf of someone, in order for us to comply with our data protection obligations, we will require their written authority.

Timescales

- Your complaint must be received by AJ within twelve months of the date of the agent's final viewpoint letter. However, if there are exceptional reasons why you were unable to meet this deadline, you should enclose a covering letter explaining these reasons along with any relevant evidence

Our assurance to you

- You can be sure that your complaint will be reviewed thoroughly and fairly in accordance with Anthony James Consultancy Ltd Scheme's Terms of Reference. The Ombudsman's final decision will be based entirely on the merits of the complaint.

Part 3 – Declaration, consent to consider my/our complaint.

I/we would like AJ to consider my/our complaint in accordance with the Complainants Policy previously received which is available to download from our website. I/we confirm that all the information I/we have given you is true and accurate to the best of my/our knowledge.

Please ensure that each complainant completes this form to consent to the processing of their personal information in accordance with the Complainants.

PLEASE NOTE: if you are submitting this form on behalf of someone else, AJ will require their written authority prior to considering their complaint.

When a complaint is made to AJ

By signing the box below, I/we consent to and understand that:

It is necessary for AJ to process personal details about me/us, which may include sensitive information, in order for AJ to deal with my/our complaint effectively. In particular, AJ may send a copy of this form and all documents I/we have provided to the relevant person and individuals specifically named that I am/we are complaining about in order that they may answer the complaint and they will release their evidence relating to this too.

How personal information is processed by AJ

I/we understand that:

- It is necessary for AJ to process my/our personal information to consider our complaint in accordance with the Privacy Policy for Complainants;
- AJ may collate information about me/us that I/we submit via the AJ website and correspond with me/us by phone, email, by post or otherwise;
- AJ may need to exchange information about my/our complaint with others such as, but not limited to, the AJ Board, AJ Staff, AJ Directors, relevant contractors and other parties relevant to the complaint.
- I/we will notify you if I/we have any preferences in relation to the way my/our personal data are disclosed to third parties, and preferences regarding the frequency, subject matter, and/or format of communications;
- Information used in considering my complaint may be retained for statistical analysis, for internal training purposes, as a source of precedents, or to assist in the investigation of future complaints. The information will not be used in a way that identifies me/us.

Access to personal information

I/we understand that:

- I/we can request access to, and deletion or correction of my/our personal information and/or I/we can request that my/our personal information is transferred to another person by emailing dataprotection@AJs.co.uk

How personal information is stored and kept

I/we understand that:

- My/our personal information is stored and processed within the European Economic Area (EEA).
- AJ will not keep my/our personal information for longer than is necessary. This means that my/our personal information will be destroyed or erased from AJ's systems when it is no longer required.
- AJ may publish examples of where things can go wrong, based on real cases, but AJ will always respect my privacy and keep my/our personal information confidential.
- AJ handle complaints differently from the courts and usually settle disputes by writing to the two sides, not by holding hearings in person but resolving disputes by correspondence, unless an oral hearing is specifically requested and considered by the Ombudsman to be necessary.

Complaints about the way personal information is used

I/we understand that:

- If I/we have a complaint about the way my/our personal information is used, I/we will contact the AJ Data Protection Officer.

☐ By ticking this box, I/we confirm that I/we have understood and agree with these statements. Anthony James Consultancy Ltd cannot consider my complaint without my/our agreement.

Signature:_____ Date: _____

(please sign or type name)

ADDITIONAL SHEET

Additional Complainants confirmation of the declaration detailed within the previous page.

I confirm that all the information contained on this form is true and accurate to the best of my knowledge and I agree to the statements detailed in the declaration in Part 3.

☐ By ticking this box, I confirm that I have understood and agree with these statements. Anthony James Consultancy Ltd cannot consider my complaint without my agreement.

Signature:_____ Date: _____

(please sign or type name)

☐ By ticking this box, I confirm that I have understood and agree with these statements. Anthony James Consultancy Ltd cannot consider my complaint without my agreement.

Signature:_____ Date: _____

(please sign or type name)

Before submitting this form please check that you have:

☐ Included all evidence listed above

☐ Completed Part 2 of this form

☐ Completed and signed the declaration in Part 3 of the form (this can be either a handwritten or typed signature)

☐ Made a copy of this form to retain for your own records

Now please return this completed form to us at:

Anthony James Consultancy Ltd
Charlotte House
35-37 Hoghton Street
Southport
PR9 0NS
complaints@ajestateagents.co.uk

Complaints Policy & Procedure.

Anthony James Consultancy Ltd is committed to providing a high-level service to our customers. If you do not receive satisfaction from us we need you to tell us about it. This will help us to improve our standards.

To encourage this, we have set a procedure for Complaints, so that you know the route to making your comments known and how we will receive this information and then respond.

- Please always put your concern to us in writing to us at: Anthony James Estate Agents, Charlotte House, 35-37 Hoghton Street, Southport, PR9 0NS or email: complaints@ajestateagents.co.uk
- When a complaint of any sort is received, we will record it for our information. You will receive an acknowledgement of your complaint within 3 working days by email/writing or by phone. This will act almost as a receipt.
- It may take time to investigate your complaint. If so, then please be assured that your complaint is in hand, and you will receive our comments and understanding of the situation normally within 14 days. Occasionally we will require advice from a third party If we require additional time, we will notify you of this accordingly.
- You will then be invited to a meeting in our offices to discuss and hopefully resolve your complaint.
- If you do not want to discuss the matter face to face, we will send you a detailed reply to your complaint. This will include our suggestions for resolving the matter if applicable or our final viewpoint of the complaint.
- If we must change any of the time scales above, as stated we will let you know and explain why and when you should expect a response.
- **Please complete the attached form. This will assist us in better understanding your complaint and a much clearer understanding of what you expected to happen that didn't.**

If you are still not satisfied after the last stage of our in-house complaint procedure or more than 8 weeks has elapsed since you first raised your complaint (and no delay has been communicated to you for more information or any other specific delay then you can take the matter up with The Property Ombudsman without charge, contact details below.

The Property Ombudsman
http://www.tpos.co.uk.
Milford House
43-55 Milford Street
Salisbury
Wiltshire
SP1 2BP
Tel: **01722 333306**
email: **ombudsman@tpos.co.uk**

A complaint needn't destroy, or even degrade, a relationship if dealt with correctly; in fact, statistics state that if a complaint is given the right attention, the relationship is strengthened. Therefore, it is essential that we make our policy of on-going improvement clear, so that you, as a customer, can see your comments as a means of assisting the progression of our service.

Thank you.