

James Andrew Residential: Complaints Procedure

James Andrew Residential is committed to ensuring excellence, fairness and transparency in our service and our dealings with clients and customers alike.

However, we do recognize that sometimes things do go wrong and mindful of this, we have put in place the following Complaints Procedure.

This procedure is designed to deal with complaints concerning:

- Any aspect of the management service provided by James Andrew Residential
 - Failure to follow our own policies and procedures
 - Failure to meet our own standards for returning calls and replying to correspondence
 - Problems concerning an employee of James Andrew Residential
1. In the first instance complaints should be directed to the property manager responsible for the property concerned.
 2. If the complaint is about the property manager or the complaint is not resolved to the customer's satisfaction, then the complainant should write to:

**The Managing Director
James Andrew Residential
Fairchild House
Redbourne Avenue
London N3 2BP**

The complainant should set out full details of the complaint and include all necessary supporting correspondence.

Acknowledgement of the complaint will normally be made within 3 working days with a written resolution within 15 working days.

3. If the complainant is not satisfied following the first two stages, they should write to our Chairman, whose details are:

**Mr. Harvey Soning
Chairman
James Andrew International
72-75 Marylebone High Street
London W1U 5JW**

Mr. Soning will review the complaint raised and supporting documentation and respond within 15 working days.