



Japan Services Rent Ltd

Sales, Lettings, and Property Management

2 Queens Drive, West Acton, London, W3 0HA

Tel: 0208 752 0445

www.japanservices.co.uk

Complaints Handling Procedure

Rev March 2024

We encourage all those who wish to make a complaint to first contact a company director to discuss their concerns informally – please call 0208 752 0445 or e-mail feedback@japanservices.co.uk

If a complaint has not been resolved informally, the company's formal complaints handling procedure shall apply. Copies of this procedure can be downloaded from our website – www.japanservices.co.uk. This procedure is also available from our business trading address.

Our complaints handling procedure consists of the following steps.

Step 1: Formal Complaint Received & Recorded

Content: To ensure a complaint can be effectively addressed, it should include:

- Name, contact details, and property information of the person making the complaint ('the complainant')
- The facts of the complaint – dates, times, places, events etc.
- Why the complainant is dissatisfied with the service provided
- What resolution or redress the complainant is seeking

Format: The company kindly requests that formal complaints are made in writing to avoid ambiguities. If this is not possible, a complaint may also be made in person or over the phone.

If a complaint is made verbally, the business will endeavour to accurately record the content, but this cannot be guaranteed.

Point of Contact: Formal complaints should be addressed to Quentin Phillipps, Managing Director of Japan Services Rent Ltd.

E-mail: feedback@japanservices.co.uk

Phone: 0208 752 0445

Recording: All formal complaints received will be recorded in our Complaints Handling Log.

Step 2: Receipt of Complaint Acknowledged

The company endeavour to acknowledge receipt of any written complaints by e-mail or letter to the complainant within three working days. The company aims to issue acknowledgements for non-written complaints within the same timeframe. A copy of this Complaints Handling Procedure shall be issued to the complainant alongside written acknowledgement of their complaint.



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Step 3: Complaint Investigated & Formal Response

A Managing Director will investigate all formal complaints. A written response will be sent to the complainant via letter/e-mail within 15 working days of receipt of the complaint.

In some instances, the timescale for complaint investigation and response may need to be extended. The complainant will be kept informed of any extensions, including reasons.

Step 4: Final Review of Complaint & Business Issues 'Final Position'

If a complainant is not satisfied with the Managing Director's written response, the complainant should make this clear to the company in writing. The complaint will then be reviewed by another director of the company undertaking a final review of the case.

The formal outcome of this final review will be issued to the complainant within 15 working days of commencement. This will include a written statement of the company's final position.

Step 5: Alternative Dispute Resolution

If a complainant is dissatisfied with the outcome of the company's internal complaint investigation, they can contact The Property Ombudsman (TPO) or Propertymark.

The Property Ombudsman – are an independent redress scheme for the estate & letting agency sector. Japan Services Rent Ltd. are members (no. N03300).

If you feel we have not sought to address your complaint within 8 weeks of initial receipt, you may be able to refer your complaint to The Property Ombudsman to consider without the company's final position on the matter. Please note that in any event you will need to submit your complaint to The Property Ombudsman within 12 months from the date of our final position being issued, including any evidence to support your case.

Address: Milford House, 43 - 55 Milford Street, Salisbury, Wiltshire, SP1 2BP

E-mail: admin@tpos.co.uk

Telephone: 01722 333 306

Website: <https://www.tpos.co.uk/consumers/how-to-make-a-complaint>

Propertymark - are the professional body for the estate & letting agency sector. Japan Services Rent Ltd. are a 'propertymark protected' agency for both sales and lettings. Propertymark will only investigate a complaint if it has first been reviewed by The Property Ombudsman and the complainant is unsatisfied with the response. Propertymark do not investigate tenancy deposit disputes.

Website: <https://www.propertymark.co.uk/professional-standards/complaints.html>

