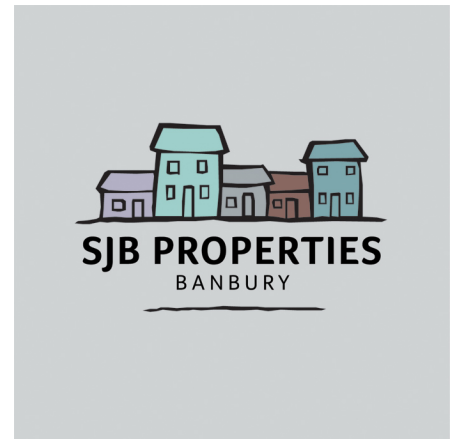


Complaints Procedure – Version May 2020



SJB Properties (Banbury) Ltd is a small business operating in the field of property letting and management.

Our business aim is to provide a first class service and to do everything that we can to ensure you are a satisfied customer.

In the event that you feel we have fallen short of your expectations, then we would like to be informed.

In the first instance, please speak with the person who has been your contact and explain your dissatisfaction and offer them the opportunity to correct the situation.

If you remain unhappy with the way your initial contact is dealt with then please set out your complaint clearly in writing and send it to:

The Directors, SJB Properties, 54 Broad Street, Banbury, OX16 5BL

Or by email to complaints@sjbproperties.co.uk

In order that we can make every effort to resolve your complaint we would ask you to include the following information.

1. Your name, address, email address and contact telephone number.
2. An outline of your complaint explaining why you feel we have fallen short of our services.
3. An outline of what you would like us to do to resolve the complaint.
4. Include any specific details that may assist us with resolving your complaint including, but not limited to:
 - a) Copies of documents that you refer to
 - b) Photographic evidence of the issue
 - c) Evidence of an issue you claim has resulted in our shortfall

Following receipt of a written complaint, we will undertake to investigate fully and to contact you to discuss the matter as required and hope to reach a resolution.

We ask you to understand that meeting a resolution will not necessarily mean that we will agree we are at fault and if you remain unsatisfied with our suggested resolution then we will refer you to take a complaint to the Property Redress Scheme of which we are a member. The contact information can be made available to you if required.

SJB Properties



SPECIALISTS IN BLOCKS OF FLATS MANAGEMENT | LETTINGS & PROPERTY MANAGEMENT | PROPERTY RELATED CONSULTANCY

01295 251648 post@sjbproperties.co.uk www.sjbproperties.co.uk 54 Broad Street, Banbury, Oxon OX16 5BL

SJB Properties (Banbury) Ltd Vat No: 823 4068 44 Company Registration No: 8809762 (England and Wales)