

Residential Property Searches Complaints Handling Information for Customers

If you want to make a complaint, we will deal with it speedily and fairly.

We will:

- Acknowledge your complaint within 5 working days of receipt.
- Try and resolve your complaint fully within 4 weeks of receipt. If there are valid reasons for consideration of the complaint taking longer we will keep you fully informed in writing or via telephone or email as you prefer and you will receive a response at the very latest within 8 weeks.
- Speak with counselling organisations acting on your behalf, if you ask us to.
- Send you a final decision on the complaint in writing. If you are not satisfied with the final decision, you may refer the complaint to the Independent Property Codes Adjudication Scheme (IPCAS): Tel: 020 7520 3800, email: info@idrs.ltd.uk. We will co-operate fully with the independent adjudicator during the consideration of a complaint by IPCAS and comply with any decision.

Complaints should be sent to:

Head of Marketing
Jordans Limited
21 St Thomas Street
Bristol
BS1 6JS
Tel: 0117 923 0600
Fax: 0117 923 0063