



JDG Estate & Lettings Agents – Complaints Procedure

At JDG Estate Agents, we are committed to providing a high-quality service to all our clients. However, we recognise that there may be times when you are not entirely satisfied. When this happens, we want to hear about it so that we can resolve the issue promptly and fairly and use the feedback to improve our service.

How to make a complaint

If you have a complaint, please put it in writing and address it to:

John Gallagher

JDG Estate Agents, 66 Market Street, Lancaster LA1 1HP
Email: john@jdg.co.uk

Please include as much detail as possible, including your name, property address (if applicable), and a clear description of your concerns. Any supporting documents would also be helpful.

What happens next?

1. Acknowledgement

We will acknowledge your complaint in writing within 3 working days of receipt.

2. Investigation

Your complaint will be thoroughly investigated by John Gallagher. We aim to respond with a formal written outcome within 15 working days of acknowledging your complaint. If further time is required, we will keep you informed of the reasons and provide a new timescale.

3. Final Viewpoint Letter

If you are still not satisfied after receiving our final response, or more than 8 weeks have passed since we received your complaint, you may refer your complaint to our redress scheme.

The Property Ombudsman

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

Website: www.tpos.co.uk

Tel: 01722 333 306

Email: admin@tpos.co.uk

Please note that any referral to The Property Ombudsman must be made within 12 months of our final viewpoint letter.