



Red Properties Limited is a registered Schedule 2 business and is registered under Article 15 of the Proceeds of Crime (Supervisory Bodies) (Jersey) Law 2008 to carry on a specified Schedule 2 business as defined in Article 1 of the Law. In providing estate agency services as described in paragraph 3 of Part B of Schedule 2 of the Proceeds of Crime (Jersey) Law 1999 Red Properties is supervised for the purposes of money laundering and terrorist financing.

Red Properties is also a member of National Association of Estate Agents (NAEA) Propertymark scheme and the Jersey Estate Agents Association. As such, Red Properties is a member of The Property Ombudsman (TPO) Scheme.

Please contact Red Properties **in writing (by letter or email)** outlining the nature of the complaint, explaining exactly what has occurred, to the following address:

Red Properties Limited,
Unit 12,
Le Capelain House,
Castle Quay,
St Helier,
JE2 3EQ

Red Properties will handle all complaints promptly, effectively, fairly, free of charge and in a transparent way.

A complaint is defined as any oral or written expression of dissatisfaction: -

- Whether or not Red Properties considers that it is justified;
- From, or on behalf of a Red Properties client or potential client to whom a duty of care is owed;

and

- Alleging actual or prospective financial loss, material distress or material inconvenience.

Complainants can be individual consumers, companies, partnerships, associations or organisations.

Red Properties will make this Complaints Policy widely available in both electronic and printed formats.

Red Properties will provide a free copy of this Complaints Policy immediately after the first contact from a complainant.

Red Properties will send the complainant a written acknowledgement, confirming that it is dealing with the complaint, within 3 working days of receipt.

Red Properties will keep the complainant informed about the progress of the steps it is taking to resolve the complaint.

In handling a complaint, Red Properties will:-

- resolve the complaint at the earliest opportunity;
- investigate and assess the complaint competently, diligently, impartially, fairly, consistently and promptly;
- conduct an investigation and assessment by someone not involved in the complaint;
- take account of the Law, any regulatory rules and guidance, good industry practice and published guidance,
- explain any decision and any proposed redress or remedy to the complainant using plain English and in a way that is fair, clear and not misleading;
- offer redress and/or remedy where it is appropriate and comply promptly if the redress and/or remedy is accepted by the complainant.

Red Properties will write to the complainant within 15 working days of sending the acknowledgement letter, with a formal written outcome of the investigation.

If, at this stage, the complainant is still not satisfied, they should contact Red Properties again and a second review will be carried out by a different senior member of staff with the above timeframes to apply once more.

If the complainant is still not satisfied after the last stage of the in-house complaint procedure (or more than 8 weeks has elapsed since the complaint was first made) then they can request an independent review from The Property Ombudsman without charge.

The complainant will need to submit the complaint to The Property Ombudsman within 12 months of receiving Red Properties final viewpoint letter, including any evidence to support the complainant's case to the below address.

The Property Ombudsman
Milford House
43-55 Milford Street
Salisbury
Wiltshire
SP1 2BP
01722 333 306
admin@tpos.co.uk
www.tpos.co.uk

The Property Ombudsman requires that all complaints be addressed through this in-house complaint's procedure, before being submitted for an independent review.