



JOHN MICHAEL



01279 248000



www.johnmichaelproperties.co.uk



info@johnmichaelproperties.co.uk



13 London Road, Bishops Stortford
Herts CM23 5NA

CUSTOMER COMPLAINTS PROCEDURE

At John Michael Properties, we take pride in delivering a professional and responsive service to both Landlords and Tenants. However, we recognise that on rare occasions, a client may feel dissatisfied. If this happens, we welcome the opportunity to put things right.

If you wish to raise a concern or make a formal complaint, please contact:

The Company Director

John Michael Properties Ltd
13 London Road
Bishop's Stortford
Herts CM23 5NA

 info@johnmichaelproperties.co.uk

Our Complaints Process

Once we receive your complaint, we will follow the steps below:

- 1. Acknowledgement**
You will receive written confirmation of your complaint within **3 working days**.
- 2. Investigation**
Your complaint will be reviewed by a Company Director, who will carry out a full and fair investigation.
- 3. Response**
A written response outlining our final position will be issued within **14 working days** of acknowledgement.

We aim to resolve all complaints internally. However, if you remain dissatisfied after **8 weeks**, or if the matter cannot be resolved, you may refer your complaint to our independent redress scheme:

Property Redress

 www.propertyredress.co.uk

We are committed to ensuring every client feels heard and respected. If you require any further information or assistance, please don't hesitate to contact us.