

## Internal Complaints Handling Procedures

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Here at Bishop Sullivan, we are committed to providing a professional service to all our clients and customers.

If things go wrong, we need you to tell us about them. This will help us to resolve issues as soon as possible and improve our service going forward.

In the event that you feel dissatisfied with our service and wish to make a complaint, you will need to follow our Complaints Handling Procedure (CHP), details of which can be found below.

If you have a complaint, please put this in writing (letter or email) to us. We will acknowledge receipt and respond in line with the timescales and stages set out below. The process should take no longer than eight weeks.

We consider the needs of the individual and, where appropriate, make reasonable adjustments for consumers who might be disadvantaged because of factors such as their age, infirmity, disability, lack of knowledge, lack of linguistic or numeracy ability, economic circumstances, bereavement or do not speak English as a first language.

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## Membership Details

Bishop Sullivan is a member of The Property Ombudsman Scheme (TPOS). By belonging to this organisation, we are required to follow strict professional standards.

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## Stage One: Operations Manager

We would request that you initially make your complaint in writing to the Operations Manager.

Please include as much detail as possible, including dates, names of any members of staff you dealt with, and where you are able to, please enclose / attach any supporting evidence.

Upon receipt of your complaint, the Operations Manager will acknowledge receipt within three working days of receiving your written complaint.

### Contact Details:

Address: JGB Property Limited, t/a Bishop Sullivan Lettings, Office 280 Regency House, 91 Western Road, Brighton, East Sussex BN1 2NW

Email: [lettings@bishopsullivan.co.uk](mailto:lettings@bishopsullivan.co.uk)

Telephone: 01273 646 426

Your complaint will be investigated, and the Operations Manager will provide a formal written response within fifteen working days addressing your specific complaints and proposing resolutions where appropriate.

We aim to resolve all complaints during this initial stage. However, if you are still dissatisfied, you will need to progress your complaint through the Stage Two process which is outlined below.

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### **Stage Two: Director**

If you remain unhappy, you may address your complaint to the Director. This must be done within twenty-eight days of the letter from the Operations Manager.

Your correspondence will be acknowledged by the Director within three working days.

Your subsequent complaint will be investigated, and the Director will issue a Final Viewpoint letter outlining our final position and proposing resolutions where appropriate within a further ten working days.

#### Contact Details:

Address: JGB Property Limited, t/a Bishop Sullivan Lettings, Office 280 Regency House, 91 Western Road, Brighton, East Sussex BN1 2NW

Email: [julian@bishopsullivan.co.uk](mailto:julian@bishopsullivan.co.uk)

Telephone: 01273 646 426

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### **Stage Three: The Property Ombudsman Scheme**

Should you remain dissatisfied after receiving our Final Viewpoint letter, you can refer your complaint to:

#### Contact Details:

Address: The Property Ombudsman, Milford House, 43-55 Milford Street, Salisbury, Wiltshire SP1 2BP

Email: [admin@tpos.co.uk](mailto:admin@tpos.co.uk)

Website: [www.tpos.co.uk](http://www.tpos.co.uk)

Telephone: 01722 333 306

You must refer your complaint to The Property Ombudsman within 12 months of the date of our Final Viewpoint letter

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*NB: If we have not addressed your complaints within eight weeks, you can refer your complaint to the Ombudsman.*

February 2022