

jll.co.uk/residential

Residential agency

Complaint handling procedure

JLL SEE A BRIGHTER WAY

Introduction

One of Jones Lang LaSalle Limited's (JLL) core values is to provide excellent professional service to our clients and in the vast majority of work performed we maintain this high standard of care. However, we recognise that occasionally when dealing with our clients, we may do or omit to do something that gives rise to dissatisfaction, disappointment or a complaint. In such circumstances, we want to put things right and improve our service.

Whatever the nature, every complaint is treated seriously and dealt with promptly. There are some limits to matters which can be addressed through this procedure. For example, if you are not a client of JLL then we may decide not to invoke this procedure but we will ensure you receive a response to the matter raised. This may require us taking instructions from our client to understand what information we can share with you or we may guide you as to who is best placed to respond to your matter.

This procedure implements the requirements of the Rules of Conduct of the Royal Institution of Chartered Surveyors (RICS) for dealing with written complaints. All client complaints received by other routes (e.g. social media) will be re-routed to this Complaints Handling Procedure to ensure the procedure is followed correctly and efficiently.



Parties managing your complaint

There are four key parties who will manage your complaint:

1. **"Manager"** who will be the Manager or Team Leader who oversees the local office or department with whom you had initial dealings. Contact details are available on request or on our website Jll.com/en-uk/locations.

2. **"Director"** who will be the Director who has overall responsibility for your business. Contact details are available on request.

3. **"Nominated Contact"** who will be an experienced member of the Legal & Compliance team investigating your complaint, and to whom you should address all correspondence.

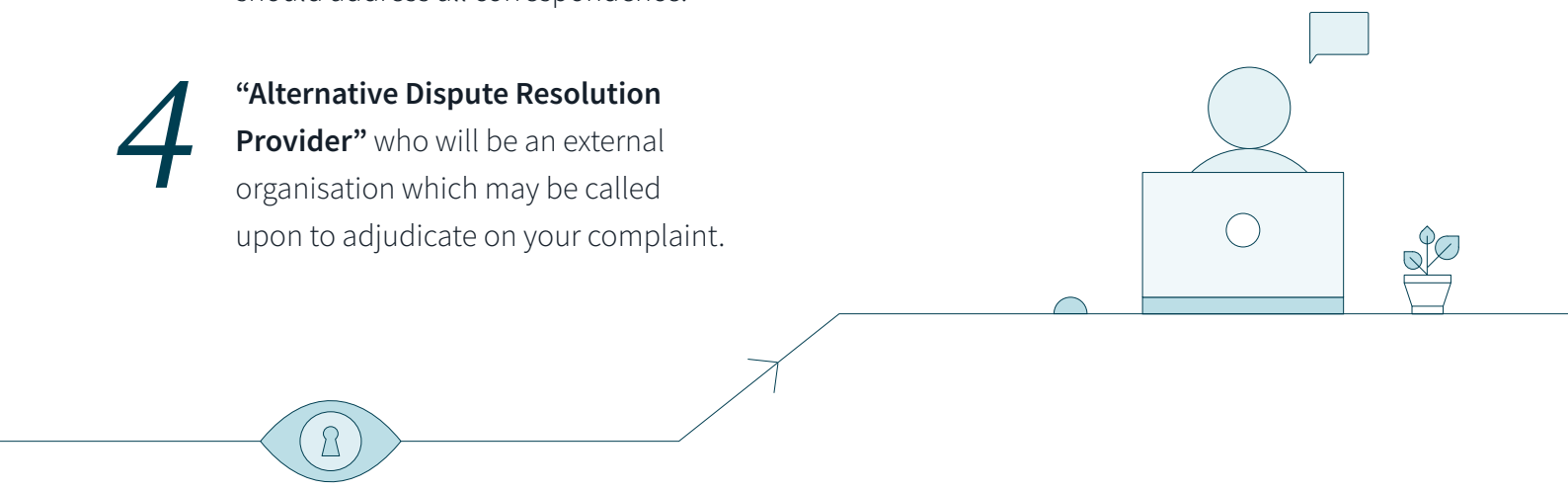
4. **"Alternative Dispute Resolution Provider"** who will be an external organisation which may be called upon to adjudicate on your complaint.

Raising the complaint

In the first instance, you should raise any concerns with the Manager responsible for dealing with your instruction. This can be in person, in writing or by telephone. The Manager will listen to and attempt to address those concerns directly with you. This can often bring resolution quickly.

However, if you are not satisfied with the outcome and wish to take this further, you will need to make a formal complaint in writing to the Director. When writing to us, please provide details of the relevant engagement, a description of your complaint together with any key dates or events, and your contact details.

On receipt of your complaint, the Director will acknowledge the complaint in writing within three working days. The acknowledgement will state your complaint is being handled under this Procedure.



Investigating the complaint

The Director will investigate the complaint and may contact you to request further information or documentation pertaining to the complaint. The Director will endeavour to respond to your complaint within 15 working days from receipt. You can be assured that the Director will act impartially throughout the course of the investigation.

Responding to your complaint

The Director's response may uphold all, part or none of your complaint; he or she will provide a reasoned response for doing so and to the key issues you have raised. This can include an apology or offer of redress if the Director believes that is appropriate. The Director will not consider any complaint you may have against a third-party.

If you accept the outcome, this will conclude the matter. However, where you remain dissatisfied with the outcome of the Director's investigation and/or reasoned response, you may raise your complaint in writing with the Legal & Compliance team at JLL. We request you provide detailed reasons for your dissatisfaction with the investigation and/or the reasoned response.

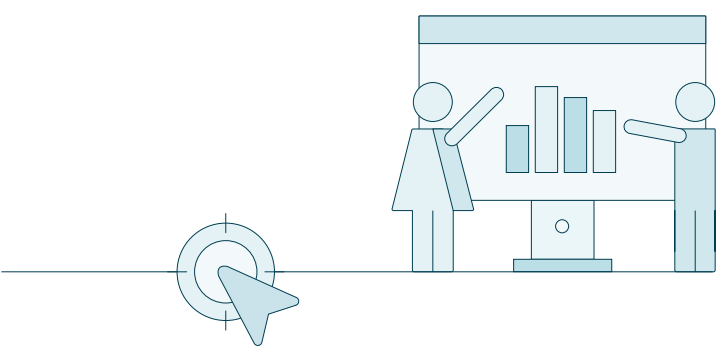


Internal review and evaluation

Once your complaint has been received by the Legal & Compliance team, it will be allocated to a member of the team to review the investigation undertaken by the Director. This person will be experienced in handling complaints and will be your Nominated Contact.

The aim of the review will be to establish all the facts relevant to the complaint, review the outcome of the Director's investigation, and to give you a comprehensive objective and measured response that represents JLL's final position. During the course of the review, the Nominated Contact may contact you to request any further information and documentation necessary for the review.

The Nominated Contact will aim to provide a written outcome of the review within a further 15 working days. The response will also describe any offer redress, as well as your options for seeking an external review or appeal of your complaint.



Alternative dispute resolution

If you remain dissatisfied with our handling of your complaint (or more than 8 weeks has elapsed since the complaint was first made) you can request an independent review from The Property Ombudsman without charge. Please note:

- You will need to submit your complaint to The Property Ombudsman within 12 months from the date of our final viewpoint, including any evidence to support your case.
- The Property Ombudsman requires that all complaints are addressed through this in-house complaint procedure, before being submitted for an independent review.
- If you still feel your complaint has not been satisfactorily resolved, then you can progress the matter to Propertymark (note that this is only for Lettings complaints and TPO is the final escalation point for Sales complaints).
- It is important that you read and follow the rules of the Alternative Dispute Resolution provider. These dictate time-limits for filing complaints, types of complaints they cannot consider, and calculation and limits to any compensation. For example, TPO will not consider complaints which are the subject of formal legal proceedings, and Propertymark will not consider complaints about tenancy deposits.

Further information

If you have any questions with regard to the application of JLL's Complaints Handling Procedure, please contact the Legal & Compliance team.

Legal & Compliance team

Complaints Department
20 Water St, Wood Wharf
London E14 5GX
ComplaintsUK@eu.jll.com
+44 (0)20 1234 5678

The contact details for the other organisations mentioned are:

The Property Ombudsman

www.tpos.co.uk
admin@tpos.co.uk
+44 (0)1722 333 306

RICS

55 Colmore Row,
Birmingham, B3 2AA
www.rics.org
www.rics.org
drs@rics.org
+44 (0)20 7334 3806

propertymark

Arbon House,
6 Tournament Court,
Edgehill Drive,
Warwick CV34 6LG
www.propertymark.co.uk
help@propertymark.co.uk
+44 (0)1926 496 800



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Anti-money laundering ('AML') legislation require estate and letting agents to verify the identities of parties involved in property transactions and to determine the legality of funds supporting a property transaction. A party interested in this property transaction must provide certain AML information and documents to the [seller's] [landlord's] agent(s). This also includes documents on those who may run and own the interested party, or the ultimate beneficiary of the property transaction.

An interested party must expect to provide (i) personal identity documents (e.g. a valid passport) and proof of residential address for key individuals, (ii) corporate or nonpersonal identity documents for an organisation (e.g. incorporation certificate and ownership records), and (iii) evidence establishing the source of wealth and the source of funds to be used in the transaction.

[If an interested party wishes their third-party agent or professional advisers to share any AML information or documentation on their behalf, the interested party must instruct those advisers accordingly and alert the seller's / landlord's agent that consent has been given.] An interested party must be ready to provide the AML information and documents at any point after expressing an interest in the property transaction. Failure to do so can mean the property transaction will be delayed or cannot proceed.

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