



JD Corp Management

Co-Living

CUSTOMER COMPLAINTS HANDLING PROCEDURE

As a firm registered by a recognised property Ombudsman scheme, JD Property always aims to provide the highest standards of service to all clients, but to ensure that your interests are safeguarded, we offer the following:

- If you believe you have a grievance, please write in the first instance to Mr Dillon Heger or Mr Justin Bessenger at the address below:

JDCM Ltd, 12a City Business Centre, London SE16 2XB

- The grievance will be acknowledged within 7 working days and then investigated thoroughly in accordance with established “in-house” procedures. A formal written outcome of the complaint will be sent to you within 21 working days. If we require longer than this timescale we will advise you in writing and confirm our revised response date.
- If you remain dissatisfied with the result of the internal investigation, please contact Mr Justin Bessenger or Mr Dillon Heger (depending on who submitted the initial response) who will review the complaint. Please be sure to write to the party who did not submit the initial response, for e.g. if Mr Dillon Heger submitted the initial response then please write to Mr Justin Bessenger to review further, and vice versa.
- Following the conclusion of our in-house review we will write to you with a final written statement.
- If you are dissatisfied with the conclusion of the in-house review of the complaint, you can refer the matter to:

The Property Ombudsman, Beckett House, 4 Bridge Street, Salisbury SP1 2LX

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