

Zaza Johnson & Bath Complaints procedure

If you have a complaint, please contact us with a detailed account of your complaint. We have eight weeks to consider your complaint. If we have not resolved it within this time you may complain to the Property Ombudsman.

What will happen next?

1. We will send you a letter acknowledging receipt of your complaint within three days of receiving it, enclosing a copy of this procedure.
2. We will then investigate your complaint. This will normally involve passing your complaint to the relevant department or Partners Sahim Zaza, Paul Johnson or David Jackson, who will review your matter, file and speak to the member of staff who had had any communication with the complainant
3. One of the Partners will then invite you to a meeting to discuss and hopefully resolve your complaint, we will do this within 14 days of sending you the acknowledgement letter.
4. Within three days of the meeting, one of our Partners will write to you to confirm what took place and any solutions we have agreed with you.
5. If you do not want a meeting or it is not possible, one of the Partners will send you a detailed written reply to your complaint, including their suggestions for resolving the matter, within 21 days of sending you the acknowledgement letter.
6. At this stage, if you are still not satisfied, you should contact us again and we will arrange for another partner to review the decision.
7. We will write to you within 14 days of receiving your request for a review, confirming our final position on your complaint and explaining our reasons.
8. If you are still not satisfied, you can then contact the Property Ombudsman Scheme: <https://www.tpos.co.uk/contact>