

JMGibb Limited Complaints procedure:

JMGibb Limited are committed to ensuring any potential issues are resolved in a timely manner. However, if you are unhappy and wish to complain.

In the first instance please email JMGibb Limited with the complaint in as much detail as possible. JMGibb Limited will respond to the complaint within 3 working days. If required JMGibb Limited will further investigate the complaint and respond again within 10 working days.

If you want to escalate it further:- JMGibb Limited is an accredited member of the National Residential Landlords Association (NRLA) you can follow the link below which will explain how to complain to the NRLA about a landlord member.

<https://www.nrla.org.uk/about-us/complaints-and-feedback>

The NRLA will then follow their procedures to support you as the tenant dealing with the complaint to support the resolution.