

Complaints Handling Procedure

Jones Lang LaSalle

2023

Introduction

One of Jones Lang LaSalle Limited's ('JLL') core values is to provide excellent professional service - to our clients which 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. JLL Corporate Finance Business is regulated by the Financial Conduct Authority (FCA) and follow the FCA Conduct of business (COBS) rules. 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 three key parties who will manage your formal complaint:

“Contracting Party” comprising your main point of contact, who is the Director responsible for dealing with your instruction, and or the principal director who has overall responsibility for your business. The name(s) of the Contracting Party can be found in your Letter of Engagement.

“Nominated Contact” comprising an experienced member of the Legal, Ethics and Compliance Team brought in to investigating your complaint. Your chosen Contracting Party will put you in touch with the E&C team when required.

“Alternative Dispute Resolution Provider” which is an external organisation that can be called upon to adjudicate on your complaint as required.

Raising your complaint

In the first instance, you should raise any concerns with the Contracting Party. The choice of which named Contracting Party in the Letter of Engagement you raise your complaint with is entirely yours. You can raise your complaint either in person, in writing, or by telephone.

The relevant Contracting Party will listen to and attempt to address your concerns directly with you. This can often bring resolution quickly. You will need to provide details of your engagement, a description of your complaint together with any key dates or events, and your contact details.

On receipt of your complaint, the relevant Contracting Party will promptly acknowledge your complaint in writing confirming your complaint is being handled under this Complaint Handling Procedure.

Investigating your complaint

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

Responding to your complaint

The Contracting Party's response may uphold all, part, or none of your complaint. They will provide a reasoned response for doing so, and responses to each of the key issues you have raised. This can include an apology or offer of redress if the Contracting Party believes that is an appropriate outcome.

Please note that JLL 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 Contracting Party's investigation, you may raise your complaint in writing with the Ethics and Compliance team within JLL. ComplaintsUK@eu.jll.com The relevant Contracting Party will introduce you to the Ethics and Compliance Team, where your Nominated Contact will be appointed. We ask that you carefully explain why you disagree with the outcome in raising your complaint with the Ethics and Compliance Team.

Internal Review and evaluation

Once your complaint has been received by the Ethics and Compliance Team, it will be allocated to a member of that team who will investigate your complaint. 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 points made in the complaint, review the outcome of the relevant Contracting Party investigation; and to give you a full, objective, and measured response that represents JLL's final position. During this review, the Nominated Contact may contact you to provide further information and documentation as necessary.

The Nominated Contact will provide a detailed response which will also describe any offer of redress, as well as your options for seeking an external review or appeal of your complaint. You can expect a prompt response and in any event, you should receive a response within 8 weeks of your original complaint.

Alternative Dispute Resolution

If you remain dissatisfied with any our handling of your complaint, then you may be able to refer your complaint to a third-party organisation for adjudication. The appropriate body depends on the subject matter of the complaint and your status as a consumer or business:

The Property Ombudsman ('TPO') Scheme, the Centre for Dispute Resolution ('CEDR'), Financial Ombudsman Service (FOS), or RICS

Complainant	Business	Consumers
Residential Estate Agency (sales, purchases, lettings) and Residential Property Management		
All other disputes (other than Residential Estate Agency and Residential Property Management)		
Professional Ethics & Conduct, Conflict of Interest, Practice Management		
Corporate Finance		

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, RICS will not consider whether an external professional's opinion (e.g. bank valuation) is correct or offer a second opinion, and neither RICS nor TPO will consider complaints which are the subject of formal legal proceedings.

Further information

If you have any questions with regard to the application of JLL's Complaints Handling Procedure, please contact the Legal and Compliance Team at:

Legal & Compliance Team





Complaints Department

20 Water Street

London E14 5GX

ComplaintsUK@eu.jll.com

The contact details for the other organisations are:

Organisation	Address	Website & Contact
	✉ Milford House, 43-55 Milford Street, Salisbury, SP1 2BP	🌐 www.tpos.co.uk 📧 admin@tpos.co.uk ☎ 01722 333306
	✉ 70 Fleet St, City of London, London EC4Y 1EU	🌐 www.cedr.com/consumer/rics 📧 applications@cedr.com ☎ 0207 536 6116
	✉ 55 Colmore Row, Birmingham, B3 2AA	🌐 www.rics.org / www.rics.org/drs 📧 drs@rics.org ☎ 020 7334 3806
	✉ Harbour Exchange Square, London, E14 9SR	🌐 www.financial-ombudsman.org.uk 📧 complaint.info@financial-ombudsman.org.uk ☎ 02079641000

