

Complaints Procedure

Jianchuan Ltd (trading as JC Living)

1. Introduction

Jianchuan Ltd (trading as JC Living) is committed to providing a professional and high standard of service to all clients. However, we recognise that, on occasion, matters may arise where our service does not meet expectations.

In such circumstances, we welcome the opportunity to address any concerns and to resolve complaints promptly, fairly, and transparently.

This complaints procedure has been established in accordance with the requirements of The Property Redress Scheme (PRS).

2. Stage 1 – Initial Complaint

All complaints must be submitted in writing (either by email or by post) and addressed to:

Complaints Officer

Jianchuan Ltd (trading as JC Living)

Email: complaint@jcliving.co.uk

Address: Ground Floor, 6 Union Street, SE1 1SZ, London

The complaint should include:

- The complainant's full name and contact details
- The address of the property (if applicable)
- Full details of the complaint
- Copies of any relevant supporting documentation

Upon receipt, we will acknowledge the complaint within **3 working days**.

We will conduct a full investigation and provide a formal written response within **15 working days** of receipt.

3. Stage 2 – Internal Review

If the complainant remains dissatisfied with the outcome of Stage 1, they may request an internal review.

Such request must be submitted in writing within **14 days** of receipt of the Stage 1 response.

The review will be undertaken by a senior member of staff or director who has not been directly involved in the matter.

A final written response (the “Final Viewpoint Letter”) will be issued within **15 working days** of receipt of the review request.

4. Stage 3 – Independent Redress

If the complainant remains dissatisfied following receipt of the Final Viewpoint Letter, or if a period of **8 weeks** has elapsed since the complaint was first made, the matter may be referred to:

The Property Redress Scheme

Website: <https://www.theprs.co.uk>

Email: info@theprs.co.uk

Any such referral must be made within **12 months** of the date of the Final Viewpoint Letter.

The Property Redress Scheme is an independent body which will review the complaint and may make a binding decision.

5. Record Keeping

Jianchuan Ltd will maintain a comprehensive written record of all complaints received, including details of investigations undertaken and outcomes reached, in accordance with applicable regulatory requirements.

6. Data Protection

All personal data provided in connection with a complaint will be processed in accordance with applicable data protection legislation, including the UK General Data Protection Regulation (UK GDPR) and the Data Protection Act 2018.

Personal data will be used solely for the purposes of investigating and resolving the complaint. Where necessary, information may be shared with relevant third parties, including The Property Redress Scheme, for the purpose of dispute resolution.

All data will be handled securely and retained only for as long as necessary in accordance with our data retention policies.

7. Regulatory Compliance

This complaints procedure complies with the requirements of The Property Redress Scheme and relevant UK consumer protection legislation.

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