

COMPLAINTS PROCEDURE KINGS GROUP LLP / KINGS LETTINGS LLP / KINGS FRANCHISING

All complaints should be directed in the first instance to the Branch Manager.

The Branch Manager will investigate each complaint and try to resolve the issue. If this is not possible the clients will then be given the relevant departments Directors contact details.

All complaints will then need to be submitted in writing to the Director.

For Sales please contact roydon.weekes@kings-group.net

For Lettings please contact jade.fox@kings-group.net

For a franchise office please contact steven.celimon@kings-group.net

All issues the clients wish to raise in the complaints letter must be in the format of numbered points. Failure to submit the complaint in this format will mean us having to return the letter back to them.

Once received, all complaints will be immediately acknowledged in writing (Within 3 working days of receiving it). A full response to their complaint will be issued within 15 working days of receipt of the client's first communication with the Director.

Within these 15 working days a full investigation will take place. All staff relating to the complaint will provide details in writing, to the relevant Director, as to their explanation surrounding the issues that have been raised in the complaint.

Should more time be required to investigate the complaint, the Director will update the client with reasons as to why this will be necessary and a time of response will be reaffirmed to the client.

Once all investigations have been concluded, a decision will be taken between the Director and the appropriate people involved, as to what recourse needs to be taken.

A final view point will then be issued to the client.

If you are still not satisfied with our final viewpoint (or more than 8 weeks has elapsed since the complaint was first made) you can request an independent review from The Property Ombudsman without charge.

**The Property Ombudsman
Milford House
43-55 Milford Street
Salisbury
Wiltshire
SP1 2BP**

01722 333 306

www.tpos.co.uk

[Make a Complaint - The Property Ombudsman \(tpos.co.uk\)](http://www.tpos.co.uk)

Please note the following:

You will need to submit your complaint to The Property Ombudsman within 12 months from the date of our final viewpoint, including any evidence to support your case.

The Property Ombudsman requires that all complaints are addressed through this in-house complaint procedure, before being submitted for an independent review.