

KINGS LANGLEY ESTATES: IN-HOUSE COMPLAINTS PROCEDURE

We are committed to providing a professional service to all our clients and customers. If something goes wrong, please tell us so that we can address your concerns and improve our standards.

Please submit your complaint to us in writing, including as much detail as possible. Please provide your contact details, the relevant property address, any supporting correspondence and the outcome you are seeking.

What happens next?

1. Acknowledgement

We will acknowledge your complaint in writing within **three working days** of receiving it and provide a copy of this complaints procedure.

2. Investigation

Your complaint will normally be investigated by the office manager, who will review the relevant records and speak to any members of staff involved.

We will send you a formal written response within **15 working days** of sending our acknowledgement, explaining our findings and any proposed resolution.

3. Further review

If you remain dissatisfied, please write to us explaining why. We will arrange for a senior member of staff, who has not previously been involved in the complaint wherever possible, to review the matter.

We will write to you within **15 working days** of receiving your request for a review, confirming our final viewpoint and explaining our conclusions.

If we need additional time at either stage, we will explain the reason for the delay and confirm when you can expect a response. This does not affect your right to approach the Property Redress Scheme once eight weeks have elapsed since your initial written complaint.

4. Independent review

If you remain dissatisfied after receiving our final viewpoint, or your complaint remains unresolved after **eight weeks** from the date you first complained to us in writing, you may refer the matter to the **Property Redress Scheme** for an independent review, free of charge.

Property Redress Scheme

Telephone: **0333 321 9418**

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

Important information

You must first give us the opportunity to address your complaint through our in-house complaints procedure.

When referring your complaint to the Property Redress Scheme, please provide our final viewpoint letter, if available, together with relevant correspondence and supporting evidence.

The Scheme's published acceptance criteria require the last communication relating to the complaint to have taken place within the previous **12 months**. We therefore recommend referring any unresolved complaint promptly. Acceptance is subject to the Scheme's terms of reference and eligibility criteria.

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