

Kingswood Sales & Lettings Complaint Procedure

Stage 1—Your Complaint

Please put your complaint in writing either by letter or email and address it to **Miss Sarah Smith, Managing Director**. Please include as much detail as possible, including dates, names of any members of staff you dealt with, and where you are able to enclosing/attaching any supporting evidence.

Kingswood Sales & Lettings Ltd
Unit 32 Caxton House
Kings Park Road
Moulton Park Ind. Est Northampton NN3 6LG
Email: lettings@kingswoodsalesandlettings.co.uk

Stage 2—Our Acknowledgement

Your complaint will be acknowledged and we will start our in house complaints process

Timescale

Within 3 working days of receiving your complaint

Stage 3—Our Investigation

Your complaint will be investigated and **Sarah Smith** will provide a formal written response addressing your specific complaints and proposing resolutions where appropriate

Timescale

Within 15 working days of receiving your complaint

Stage 4—Final Viewpoint

If you remain dissatisfied, you should contact us again and we will conduct a separate review to take place by **Sarah Smith**. This will outline our final viewpoint on the matter.

Timescale

Within 15 working days of receiving your request for a further review

Stage 5—The Property Ombudsman

If our final viewpoint letter does not resolve matters (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
SP1 2BP
01722 333306

www.tpos.co.uk admin@tpos.co.uk

Timescale

You must refer your complaint to the Ombudsman within 12 months of receiving our final viewpoint letter

If we have not addressed your complaints within eight weeks, you can refer your complaint to the Ombudsman.
No charge will be made for any complaint we handle.