

## COMPLAINTS PROCEDURE

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](mailto:roydon.weekes@kings-group.net)

For Lettings please contact [jade.fox@kings-group.net](mailto:jade.fox@kings-group.net)

For a franchise office please contact [steven.celimon@kings-group.net](mailto: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. A full response to their complaint will be issued within 21 working days of receipt of the client's first communication with the Director.

Within these 21 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.

The client will be informed of the company's decision. If they feel that there is new or extra information, they may respond in writing, allowing a minimum 21 working days from receipt for a response.

Any new information will be considered and a Final Company decision will be made.

The client will then receive correspondence in writing with regards to the outcome of our investigation and if necessary, will be invited to attend a meeting between parties concerned in order to resolve the situation.

If the client remains unhappy with the Final View Point on this matter, they will be advised to contact the appropriate Ombudsman or Arbitration Scheme to seek further advice.

[http://www.tpos.co.uk/make\\_complaint\\_sales.htm](http://www.tpos.co.uk/make_complaint_sales.htm)