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KT Management Company
Residential Property Services

COMPLAINTS PROCEDURE

We are committed to providing a professional service to all our clients and customers, which is why when something goes wrong, we encourage you to tell us about it as it helps improve our standards for the benefit of all.

If you have a complaint please put as much detail as possible regarding the matter in writing to us along with copies of all supporting documents/photos/video footage etc that you may wish to rely on.

What will happen next?
We will respond in line with the timeframes set out below. If you feel we have not sought to address your complaint within eight weeks, you may be able to refer it to the Property Ombudsman for consideration.

- An email/letter to acknowledge receipt of your complaint will be sent within 3 working days of it reaching us.
- We will then investigate your complaint by reviewing your file and speaking with the relevant
- member(s) of staff. A formal written outcome of the findings will be provided to you within 15 working days of sending acknowledgement of your complaint.
- If at this stage you are still not satisfied, you should contact us again and we will arrange for a separate review to take place by a senior member of staff.
- We will confirm our final viewpoint on the matter in writing to you within 15 working days of receiving your request for a review.
- If you are still not satisfied after the last stage of the in-house complaint procedure, or more than 8
- weeks have lapsed since the complaint was 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
admin@tpos.co.uk
www.tpos.co.uk

Please note the following:
There may be a need to refer back to yourself as the complainant and/or to third parties for clarification and possibly verification of information and/or copies of documents etc, which may have an effect on the timeframe outlined above.

The Property Ombudsman requires all complaints to be addressed through this in-house complaints' procedure, before being submitted for an independent review.

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