

# SPECIMEN CUSTOMER COMPLAINTS HANDLING PROCEDURE

*To be amended where appropriate to include the contact details for your firm.*

As a firm licensed by the National Approved Letting Scheme, *Kaybridge Residential* aims to provide the highest standards of service to all landlords and tenants, but to ensure that your interests are safeguarded, we offer the following:

- If you believe you have a grievance, please write in the first instance to at the address below:

*Wesley House, Bull Hill  
Leatherhead  
KT22 7AH*

- The grievance will be acknowledged within 3 working days and then investigated thoroughly in accordance with established “in-house” procedures. A formal written outcome of the complaint will be sent to you within 21 days. If we require longer than this timescale we will advise you in writing and confirm our revised response date.
- If you remain dissatisfied with the result of the internal investigation, please contact *Kevin Barzegar* who will review the complaint. ***(NOT the person which is the initial contact above – usually a Director, Principal, Manager, or Senior Partner of the firm not directly involved in the transaction – detail address if different from above).***
- Following the conclusion of our in-house review we will write to you with a final written statement.
- If you are dissatisfied with the conclusion of the in-house review of the complaint, you can refer the matter to *Property Redress Scheme*, Premiere Hoses, 1<sup>st</sup> Floor, Elstree Way, Hertfordshire, WD6 1JH. TEL: 0333 321 9418

*Email: info@theprs.co.uk*