

## In-House Complaints Procedure

We are committed to providing a professional service to all our clients and customers. When something goes wrong, we need you to tell us about it. This will help us to improve our standards.

If you have a complaint, please put it in writing, including as much detail as possible, to [complaints@kfh.co.uk](mailto:complaints@kfh.co.uk). We will then respond in line with the timeframes set out below:

- We will acknowledge receipt of your complaint within three working days of receiving it, enclosing a copy of this procedure.
- We will then investigate your complaint. This will normally be handled by the relevant office manager who will review your file and speak to the member of staff who dealt with you. A formal written outcome of our investigation will be sent to you within 15 working days of sending the acknowledgement correspondence.
- 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 write to you within 15 working days of receiving your further request for a review, confirming our final viewpoint on the matter.

If you remain unhappy with our response and have exhausted our complaints procedure, as we are members of Property Redress, a government approved redress scheme who resolve complaints between members and their consumers, you can contact them and ask them to investigate your complaint in line with their published Conditions of Complaints. Before raising your complaint with Property Redress you must have waited 8 weeks from the date of your written complaint to us for us to investigate and respond, and any referral to Property Redress must be made within 12 months of the date of our final viewpoint.

Property Redress is free to use for those making a complaint and further information and guidance on how to resolve complaints is available on their website [www.propertyredress.co.uk/consumers](http://www.propertyredress.co.uk/consumers)

To make a complaint, you can fill out a complaint form online on their website [www.portal.propertyredress.co.uk/complain](http://www.portal.propertyredress.co.uk/complain)

The Property Redress Scheme's contact details are as follows:

Email: [info@propertyredress.co.uk](mailto:info@propertyredress.co.uk)  
Telephone: 0333 321 9418  
Post: Property Redress  
Premiere House,  
1st Floor Elstree Way  
Borehamwood  
WD6 1JH