

Kennedy & Foster Complaints Procedure

Kennedy and Foster Ltd are committed to providing an efficient and professional service to all our clients. If you feel that you are not happy with the service you have received, we ask that you immediately raise this with a member of staff. If you feel like your issue has not been resolved or dealt with correctly, you can make a formal written complaint to one of our partners and follow the instructions below:

- All complaints must be submitted in writing and should include as much detail as possible.
- All written complaints will be acknowledged in writing within 3 working days of receipt.
- An investigation of your complaint will be promptly undertaken by one of our partners. A formal written outcome of your investigation will be sent to you within 15 working days of receipt of the original complaint.
- If after a full investigation you still remain dissatisfied with the final outcome (or if more than 8 weeks have elapsed since your complaint) you can refer your complaint to The Property Ombudsman. Please see details below.

The Property Ombudsman
Milford House 43-55
Milford Street Salisbury
SG1 2BP
01722 333 306
admin@tpos.co.uk
www.tpos.co.uk

Please note that you will need to refer your complaint to The Property of Ombudsman within 12 Months from the date of your final outcome and investigation and include any evidence to support your case.