

Kennedy & Allen

* Letting Agents *

COMPLAINTS PROCEDURE

The purpose of the complaint's procedure is to deal quickly, effectively and efficiently with your grievance and where possible, turn a potentially negative situation into a very positive one, through our care and attention.

Kennedy & Allen. aim to provide services and products of the highest standards to all our Landlords and Tenants.

If you feel that we have not lived up to your expectations in any way, we'd like to hear from you.

Most complaints can be dealt with by our Manager. They will do their best to resolve the matter quickly, to your satisfaction.

If you feel, after speaking with the Manager that your complaint has not been resolved, you are invited to make a formal complaint in writing. Please provide a written summary of your complaint and address it to Mrs K Gurney as detailed below. Your complaint will be acknowledged within 3 working days of receipt. Mrs Gurney may wish to contact you to discuss the matter further. Upon completion of the investigation, you will be advised of the outcome in writing within 14 days of receipt of the original complaint.

If you remain dissatisfied, you must write again explaining why. We will review the complaint and issue a final statement.

If, after a full investigation and eight weeks have elapsed you remain dissatisfied, you can refer the matter to The Property Redress Scheme as detailed below.

Communications for the above should be directed to:

kennedyandallen@gmail.com

Mrs K Gurney
10 Market Square
Potton
Bedfordshire
SG19 2NP

The Property Redress Scheme

Please visit:

www.theprs.co.uk

0333 321 9418



10 Market Square
Potton Bedfordshire SG19 2NP
Mobile: 07369245280
Email: kennedyandallen@gmail.com

