

Kennedy & Co.

*Estate Agents * Letting Agents * Land Agents * Valuers * Independent Mortgage Advice*

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 & Co. aim to provide services and products of the highest standards to all our Vendors, Purchasers, 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 local office. They will do their best to resolve the matter quickly to your satisfaction.

If you feel, after speaking with the local office employee, 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 this to Mr D Kennedy as detailed below. Your complaint will be acknowledged within 3 working days of receipt. Mr Kennedy 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 from 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 Ombudsman as detailed below.

Communications for the above should be directed to:

Mr D Kennedy
10 Market Square
Potton
Sandy
Bedfordshire
SG19 2NP

01767 262729
potton@kennedyestateagents.uk

The Property Ombudsman Ltd
Milford House
43-45 Millford Street
Salisbury
Wiltshire
SP1 2BP

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