



## **Our complaints policy**

We are committed to delivering world-class services to the highest standard. We are ambitious and dedicated, constantly re-evaluating, and improving our customers' experience.

Should you have any tips for us on how to improve, we would love to hear from you!

Similarly, should something go wrong in your experience with us, we would like to hear about this too. Your opinion is important to us, and we want to give you a voice which could help us shape the future of our company, as well as give us an opportunity to improve things, however big or small your suggestions might be.

### **If you would like to give us your feedback:**

Please email us at [info@kptpropertygroup.com](mailto:info@kptpropertygroup.com) with your comment. We will acknowledge your email and get back to you with any relevant comments within 48 hours.

### **If you have a complaint**

#### **Contact our Customer Care Team**

Please email them at [info@kptpropertygroup.com](mailto:info@kptpropertygroup.com), providing as much detail as you can. Let us know what the problem is, and how you'd like us to put things right.

We will acknowledge your email within 48 hours.

We will then investigate your complaint. This may mean that we will ask you to provide more information, depending on your type of submission. This should take no longer than 14 days from the date we receive all relevant information, after which we will respond to you with a resolution.

### **If you're still not happy, you can take your complaint**

Although we would always work very hard to come to a resolution to any complaints as best, we can, If you're still not happy with the response you get please let us know your preferred resolution. At this point we will say our final stance in any matters.

When we investigate your complaint, we will:

- carefully consider the facts of your complaint and ask you for any further information they require.
- ask our team and any relevant staff member for their factual account of events.
- return to you for further information if necessary.
- weigh up the facts fairly and impartially to reach a fair decision.

### **We will always let you know what we think**

Once we have got all the information we need, we will let you know what we think. If we think there's just been a misunderstanding, we will explain why. But if we decide you've been treated unfairly, we will always make sure that we put things right. We will nearly always be able to resolve most complaints this way.

If you reject our decision, your complaint cannot be taken any further within the company, as this is the highest level of the complaint's procedure. Our decision is therefore final. However, most complaints are resolved to the satisfaction of all parties at this stage.

**A note from us as a company, we always work with the utmost integrity and look at building long term relationships with our clients and customers. As such, complaints are something we take very seriously and the outcome for us is always to find a resolution everyone is happy with.**