COMPLAINTS PROCEDURE

We always try our very best to deliver services to the satisfaction of customers but occasionally things can go wrong. We often don't know there is a problem unless you tell us. In most cases, issues can be resolved quickly if you talk to staff about your concerns. They will be happy to try and put things right.

However, if you feel that things have not been dealt with properly or we have not provided you with the service you expect then you can make a formal complaint.

If you have a complaint, please put it in writing, including as much detail as possible, to **formalcomplaints@kingstonopenspaces.co.uk**. We will then respond in line with the timeframes set out below (if you feel we have not sought to address your complaints within eight weeks, you may be able to refer your complaint to the Property Ombudsman to consider without our final viewpoint on the matter).

What will happen next?

- You will receive an email acknowledgment of the receipt of your complaint or a letter within three working days of receiving it.
- We will then investigate your complaint. This will normally be dealt with by the Property Manager for your development who will review your file. A formal written outcome of our investigation will be sent to you within 15 working days.
- If, at this stage, you are still not satisfied, you should contact us again stating that you wish to escalate the complaint to Stage 2, setting out the reasons you are not satisfied with the response provided. We will then 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 request for a review, confirming our final viewpoint on the matter.
- If you are still not satisfied with our final viewpoint (or more than eight weeks has elapsed since the complaint was first made) you can request an independent review from The Property Ombudsman without charge.

  The Property Ombudsman
  admin@tpos.co.uk
  01722 333 306

  www.tpos.co.uk

  Make a Complaint - The Property Ombudsman (tpos.co.uk)

Please note the following:

- You will need to submit your complaint to The Property Ombudsman within 12 months from the date of our final viewpoint letter, including any evidence to support your case.
- The Property Ombudsman requires that all complaints are addressed through this in-house complaint procedure, before being submitted for an independent review.
- If your account is with our solicitors for a breach of the terms of the lease or transfer, we will not be able to correspond with you directly until such time as our solicitors confirm that the account is no longer in breach. This is the advice given to us by our solicitors and we rely upon their advice in this regard. In these circumstances, the timescales referred to above will not begin until the first day upon which the solicitors confirm that the account is no longer in breach.