

Kavanaghs complaints procedure

“If you have a complaint about Kavanaghs or a member of their staff, then this note sets out the procedure which we will follow in dealing with your complaint”

1.

The persons appointed within the company to deal with complaints are as follows

For Residential matters, ROBERT HOUSE FRICS – 01225 341504

For Commercial matters, HENRY KING FRICS – 01225 706860

2.

Where your complaint is initially made orally, you will be requested to send a written summary of your complaint to the person dealing with it.

3.

Once we have received your written summary of the complaint, we will acknowledge this in writing within three days to inform you of our understanding of the circumstances leading to your complaint.

4.

At the same time in any event within twenty-one days of receipt of your written summary, the person dealing with your complaint will write to you, in order to inform you of the outcome of the investigation into your complaint and to let you know what actions have or will be taken.

5.

If you remain dissatisfied with the outcome or any aspect of our handling of your complaint, then the matter will be reviewed by a director not previously involved in the complaint.

6.

If after the In house review you remain dissatisfied then we will attempt to resolve this promptly through negotiations and otherwise agree to enter into mediation with you through the office of the Property Ombudsman.

The Property Ombudsman

Milford House, 43-45 Milford Street, Salisbury, Wiltshire. SP1 2BP

T 01722 333306 F 01722 335458 E admin@tpos.co.uk