

Kingstons Property Management Guidance for Complaints Handling

Below is the process Kingstons Property Management follows to assist with any complaints you may have with regards to the Business and its employees;

1. Please either deliver or post a written complaint to Kingstons Property Management, 11 High Street, Melksham, Wiltshire, SN12 6JR or email a complaint to info@kingstonspropertymanagement.co.uk. We will acknowledge receipt of the complaint within one to three working days or receipt.
2. If you wish to meet in person we will happily meet with you at your property or at the office.
3. If you prefer not to meet in person or once we have met we will write / email you with our findings into the complaint and how we propose to resolve the complaint. This contact will be made within fifteen working days from receiving the complaint or having met. We will ask your thoughts on the intended action and if you are happy with the intended action.
4. After confirmation that your are happy with our intended action we will complete the actions as detailed. Once completed we will contact you to ensure you are happy with the final outcome.
5. Should at this stage you not be happy with the final outcome of our actions the matter can be referred to The Property Ombudsman. You have six months to refer the complaint to the Ombudsman from the date of our final viewpoint letter. The Property Ombudsman can be contacted on the following details:

Address: The Property Ombudsman
Milford House
43-55 Milford Street
Salisbury
Wiltshire
SP1 2BP

Telephone: 01722 333 306
Fax: 01722 332 296
Email: admin@tpos.co.uk
Website: www.tpos.co.uk