

Complaints Handling Procedure

1. KPA Complaints Policy

We are committed to providing a high-quality service to all our clients. When you feel something has gone wrong, we need you to tell us about it. This will help us to improve our standards.

Our Complaints Procedure has the following goals:

- To deal with complaints fairly, efficiently and effectively;
- To ensure that all complaints are handled in a consistent manner throughout;
- To increase customer satisfaction;
- To use complaints constructively in the planning and improvement of all area of the business.

If you have a complaint, please follow the Complaints Process.

No complaint can be filed after 12 months of the initial issue date.

2. Who can complain?

Anyone who is:

- Receiving a service from KPA Property Ltd
- Has received a service within the last 12 months.

3. How to Complain?

The Following steps outline the process of our complaints procedure.

Step 1 – Initial Complaint

Please send via recorded delivery your letter of complaint to KPA Property Ltd detailing your dispute. This is to ensure we receive all documentation, signed and dated. From this stage all correspondence will require the recorded delivery service.

Company Address:

KPA Property Ltd, 2430-2440 The Quadrant, Aztec West, Bristol, BS32 4AQ

The Complaint letter should contain the following;

- Stated Issue/Problem
- Evidence of your issue
- Evidence of direct impact. i.e. if you have suffered any loss
- Evidence of all interaction, communication and documents must be provided
- Please include your address and telephone contact details

Ensuring sufficient detail will enable us to review your issue sufficiently and enable us to form a more comprehensive response.

Step 2 – Acknowledgment

You will receive written acknowledgement confirmation of your complaint within 3 working days of the receipt.

Step 3 – Resolution Meeting Process

You will be contacted within 15 working days of KPA Property Ltd sending you the initial acknowledgement letter, where you will be formally invited to a meeting to discuss and resolve your complaint by listening to you directly. This meeting gives the opportunity for both parties to resolve any issues. A meeting allowing us to listen to your concerns is recognised as the best way forward and better the chance of resolving your complaint.

Step 4 – Interim

Following the meeting with you and KPA Property Ltd's representative(s), all aspects of the complaint, both internal and external will be assessed to ensure that key facts are identified and clarified.

You will receive a written report confirming what was discussed, what was agreed and the outcome agreed at the resolution meeting.

Step 5 – KPA Property Ltd Final Position

Within 15 days of the Resolution meeting date, you will then receive a response confirming our final position on your complaint and a detailed explanation of our reasons. Any extension of this time limit requires your consent.

Step 6 – Follow up meeting

We offer a follow up meeting to ensure you feel satisfied with our response and that your complaint was fairly handled. Please let our team know if you'd like to partake with this step.

Step 7 – Finalisation

If you are still not satisfied with our final viewpoint (or more than 8 weeks has elapsed since the complaint was first made) you can request an independent review from The Property Ombudsman without charge.

Normally, you will need to bring a complaint to the Property Ombudsman within 12 months of receiving a final written response from us about your complaint. For further information, you should contact 01722 333306 or email admin@tpos.co.uk