

Complaints Procedure

Although we receive very few complaints we understand that sometimes things may go wrong and we are here to assist. We are a member of The Property Ombudsman Service (TPOS) and aim to provide the highest standard of service to all our clients.

IF YOU JUST WANT TO

Tell us about a job you want us to do i.e. carry out a repair at your property or report a fault for us to fix. All you need to do is phone or email us by using the details listed below.

Email pm@knights-group.net Telephone 020 8885 6800

WHEN SHOULD I COMPLAIN?

- If any of our services haven't reached the standard you expect.
- If there's a fault or problem you think we should fix.
- If you feel a member of our staff has treated you badly or unfairly.
- If we don't do something we have promised to do.
- If you are unhappy about anything else we have (or have not) done.

OFFICIAL COMPLAINT

If you feel your complaint is more serious or if we may have failed to do something we promised to, the best way to inform us is to send an email or write to us using the details listed below. Your complaint will then be handled as an official complaint.

We have the following stages and recommended contacts:

Stage One – **Lettings/Sales Negotiator** – The member of staff dealing with your case.

Stage Two – **Sales Director: Tony Koumourou**

Stage Three – **Managing Director** – Mr Tony Demetriou

WHAT WE WILL NEED TO KNOW

Your name and details of how to contact you.

Details of your complaint.

What you want us to do to put things right.

CONTACT DETAILS & WHAT TO EXPECT FROM US

Please address your letter as per the above stages and wait for a reply before proceeding to the next stage. At each stage you will receive a written reply which will also provide you details of who to contact if you are not happy with the outcome.

knights residential, 612 High Road, London, N17 9TA

Telephone 0208 882 2112 Email info@knights-group.net

At every stage, the complaint will be acknowledged immediately in writing, investigated thoroughly in accordance with established “in-house” procedures and a reply sent to the complainant within fourteen

working days of receipt of the letter (occasionally we may need longer than this, but when we do, we will tell you why this is and when we can reply).

Stage Four – The Property Ombudsman – www.tpos.co.uk

If you are still dissatisfied with the result of the investigation you can contact The Property Ombudsman Service (TPOS). Details of how to do this are contained within our final viewpoint letter or on the website www.tpos.co.uk. Please note if you wish to contact The Property Ombudsman Service you must do so within twelve months of our final viewpoint letter. Please also note that The Property Ombudsman Service will not consider your complaint until our internal complaints procedure has been exhausted.

IN HOUSE COMPLAINTS PROCEDURE

**The Property Ombudsman Ltd
Milford House
43-45 Milford Street
Salisbury
Wiltshire
SP1 2BP**

01722 333 306