

Complaints Procedure

Information for Customers

Kingswood Property and Financial Services are a member of The Property Ombudsman Service (TPOS) and seek to provide the highest standard of service to all our customers. In order to ensure that customers interests are safeguarded, we have put into place a set process by which any presented complaints are handled. This process allows us to improve our standards should they drop, and to handle any issues or concerns effectively and wherever possible as soon as they are raised. If a customer feels we have not sought to address a complaint within eight weeks they may be able to refer the complaint to the Property Ombudsman to consider without our final viewpoint on the matter.

Below is our guidance procedure:

Stage One – Member of Staff

We understand that sometimes things don't go exactly to plan and occasionally do not meet everyone's expectations. If this occurs, we encourage that the member of our staff that has been dealing with the customer is first liaised with to resolve the situation .

Stage Two – Proprietor

If it is felt that the issue has not been able to be resolved in the situation at Stage One, it is then recommended that it is referred to the Proprietor of the business.

The Proprietor can be contacted via enquiries@kingswoodpropertyservices.co.uk or in writing via post at:

Kingswood Property and Financial Services
4 Chalet Hill
Bordon
Hampshire
GU35 0TQ

The Proprietor will acknowledge the complaint within three working days and will undertake a full review of the information that has been given. The review will include how the issue has been handled to date, which may include further investigations into the background of the customers concerns. Within fifteen working days from receipt of the correspondence, the Proprietor will detail their findings and recommendations in a written response to confirm their final viewpoint on the matter.

Stage Three – The Property Ombudsman

After having received the proprietor's final viewpoint response, if the customer is not satisfied with the proposed resolution, they may approach The Property Ombudsman to request an independent review. Details of how to contact The Property Ombudsman are:

The Property Ombudsman
Milford House,
43-55 Milford Street,
Salisbury,
Wiltshire.
SP1 2BP
Telephone : 01722 335 458. www.tpos.co.uk.

Please note that contact with The Property Ombudsman, must be done within twelve months of the date of the final viewpoint letter. It is also important to note that The Property Ombudsman will not consider any complaint until our internal complaint's procedure has been exhausted.