

# Barnes Kingsnorth Ltd

## Complaints Procedure

### Introduction

We always aim to provide a high standard of care in all services. Our customers' views are important to us and help to ensure our services are consistently meeting people's needs. If you are unhappy with any of our services it is important that you let us know.

### Making a Suggestion

Often people feel more comfortable about suggesting improvements rather than complaining formally. Firstly, you should speak to the Department Manager or if the suggestion is something that Barnes Kingsnorth Estate Agents as a company needs to consider you can send it to:

Howard Kingsnorth (Director)

Barnes Kingsnorth Estate Agents

141 High Street

Tonbridge

Kent

TN9 1D

howard@bkea.co.uk

01732 771616

### Making a Complaint

We always aim to handle complaints quickly, effectively and in a fair and honest way. We take all complaints seriously and use valuable information from investigating to help us improve the service we provide. We treat all complaints in confidence. Barnes Kingsnorth Estate Agents assures clients, that it will not withdraw or reduce services because someone makes a complaint in good faith.

## Who can complain

Anyone affected by the way Barnes Kingsnorth Estate Agents provides services can make a complaint.

A representative may complain for the affected person if they:

- Have died
- Cannot make a complaint themselves or
- Have given consent for the representative to act on their behalf.

If you are not happy about making a complaint yourself and you do not know someone who can talk or write to us on your behalf, we will be happy to find someone from an independent organisation to act as an advocate for you.

## How you can make a complaint

- You can complain:
  - In person
  - By telephone
  - Through a member of our staff
  - Through an advocate or representative
  - By Letter
  - By Email

## Responsibility

The Director, Howard Kingsnorth has overall responsibility for dealing with all complaints made about our service.

## How we handle complaints

The Director, Howard Kingsnorth, may ask one of the Department Managers to investigate the complaint.

We will acknowledge the complaint within 5 working days.

We will keep you informed about the progress of the investigation . We aim to have all complaints finished within 28 working days, unless we agree a different time scale with you.

When we have finished investigating, we will arrange, if possible, to meet with you to discuss the outcome, and write to you with:

- Details of the finding
- Any action we have taken; and
- Our proposals to resolve your complaint

## Time Limits

You should complain as soon as you can, after the date on which the event occurred or came to your notice. If you complain more than twelve months later, we may not be able to investigate properly. But we shall also consider whether you had good reason for not making the complaint sooner and whether, despite the delay, it is still possible to investigate the complaint effectively and fairly.

## Further steps

At any stage during the process, if you are not happy with the way Barnes Kingsnorth Estate Agents is dealing with your complaint, you can contact:

The Property Ombudsman

Milford House

43-55 Milford Street

Salisbury

Wiltshire

SP1 2BP