

COMPLAINTS & REDRESS

In-House Complaints Procedure

Knight Young Properties is committed to providing a professional, fair and transparent service to all clients and customers. If something goes wrong, please tell us. Your feedback helps us resolve concerns and improve our standards.

How to make a complaint

Please submit your complaint in writing, clearly setting out what happened, the outcome you are seeking and any relevant dates or supporting evidence. Send it to info@knightyoungproperties.com or by post to The Office Manager, Knight Young Properties, 2 Royal Parade, Hanger Lane, Ealing, London W5 1ET.

What happens next

- 1** Acknowledgement
We will acknowledge your complaint in writing within three working days of receipt and provide a copy of this procedure.
- 2** Investigation
The Office Manager will review the relevant file and speak with the staff member(s) involved. We will send you a written outcome within 15 working days of the acknowledgement.
- 3** Internal review
If you remain dissatisfied, write to us and explain why. A senior member of staff who was not involved in the original investigation will carry out a further review.
- 4** Final response
We will write to you with our final decision within 21 working days of receiving your review request. In all cases, we aim to complete our internal process and issue a final response within eight weeks of the original complaint.

Independent redress

If you are dissatisfied with our final response, or if eight weeks have passed since you first complained and the matter remains unresolved, you may refer the complaint to Property Redress. The service is free to consumers. You should normally contact Property Redress within 12 months of your last communication with us about the complaint.

**PROPERTY
REDRESS**

0333 321 9418
info@propertyredress.co.uk

Limelight, 1st Floor, Studio 3
Elstree Way, Borehamwood, Hertfordshire WD6 1JH
www.propertyredress.co.uk/consumers

Client money protection

Knight Young Properties is also a member of Client Money Protect, a government-authorised client money protection scheme. This protects eligible landlord and tenant money held by us. It is separate from the complaints redress process above. Membership details and information about compensation claims are available at www.clientmoneyprotect.co.uk.

Please keep copies of your complaint, our responses and all supporting evidence. Property Redress will normally require you to give us the opportunity to complete this procedure before it considers the matter.