



**SALES & LETTINGS**

**Local and Independent**  
Associated Offices at Coleford, Cinderford and Gloucester



## **Complaints Procedure**

1. KJT Residential (a member of The Property Ombudsman) aim to provide the highest standards of service to all our customers. To ensure that your interests are safeguarded, a complaints procedure has been introduced. This provides for the matter to be dealt with internally by the Director of the Company or an Associate Company and in the event that we are not able to deal with the issue to our mutual satisfaction, by reference to The Property Ombudsman.
2. If you believe you have a complaint, please write in the first instance to the Principal or Senior Manager at the office your complaint is directed to (addresses can be found on this website).
3. Your complaint should be acknowledged within 24 hours but no longer than 3 working days, investigated thoroughly in accordance with established in-house procedures and a formal reply will be sent to you within 15 working days of receipt of your complaint.
4. In the event that the final review still fails to satisfy your complaint, then you are at liberty to have the matter referred to The Property Ombudsman. We will submit our file to the Ombudsman on request. You are also entitled to have your complaint referred to the Ombudsman should we fail to deal with matters promptly or do not comply with our in-house complaints procedure within 8 weeks from the date we receive your written notification.

The Property Ombudsman  
Milford House  
43-55 Milford Street  
Salisbury  
SP1 2BP  
01722 33 306  
[admin@tpos.co.uk](mailto:admin@tpos.co.uk)  
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