

## **CUSTOMER COMPLAINTS HANDLING PROCEDURE**

As a firm licensed by the National Approved Letting Scheme, Kernow Property Services aims to provide the highest standards of service to all landlords and tenants, but to ensure that your interests are safeguarded, we offer the following:

- If you believe you have a grievance, please write in the first instance to Sadie White at the address below:

School House Office, Market Street, Devoran, TR3 6QA

- The grievance will be acknowledged within 3 working days and then investigated thoroughly in accordance with established “in-house” procedures. A formal written outcome of the complaint will be sent to you within 21 days. If we require longer than this timescale, we will advise you in writing and confirm our revised response date.
- If you remain dissatisfied with the result of the internal investigation, please contact Andrew Berry who will review the complaint.
- Following the conclusion of our in-house review we will write to you with a final written statement.
- If you are dissatisfied with the conclusion of the in-house review of the complaint, you can refer the matter to the Property Redress Scheme, Premiere House, 1st Floor, Elstree Way, Borehamwood, WD6 1JH. Telephone: 0333 321 9418 website: [www.theprs.co.uk](http://www.theprs.co.uk)