SALES • LETTINGS • COMMERCIAL

CUSTOMER COMPLAINTS HANDLING PROCEDURE

1. Knightons is a Member of The Property Redress Scheme. The Property Redress Scheme aims 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 Mr Nicholas Whiddon and in the event that we are not able to deal with the issue to our mutual satisfaction, by reference to The Property Redress Scheme.

2. If you believe you have a complaint, please write in the first instance to the Area Manager at the address as below:

Mrs Rosemary Harris, Knightons, 155 Queens Road, Buckhurst Hill, Essex, IG9 5AZ.

3. Your complaint will 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. If you are not satisfied with the outcome of our initial investigation, you are provided with a further opportunity to have the complaint reviewed by our Director at the address given below:

Nicholas.R.Whiddon, Knightons, 155 Queens Road, Buckhurst Hill, Essex, IG9 5AZ

5. In the event that the final review as detailed above still fails to satisfy your complaint, then you are at liberty to have the matter referred to The Property Redress Scheme. We will submit our file to the scheme on request. You are also entitled to have your complaint referred to the scheme 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