



INTERNAL COMPLAINTS PROCEDURE

Policy Statement

Katie Homes Ltd is committed to providing exceptional customer service. Whilst every effort is taken to provide exceptional customer service, sometimes mistakes are made. When something goes wrong, we need you to tell us about it. This will help us to improve our standards.

A complaints procedure has been set up for people who feel dissatisfied with the service.

You have a right to complain and have it investigated. Katie Homes Ltd aims to learn from any mistakes and the complaints procedure is seen as very important in the continuous improvement cycle.

How to complain

Firstly, raise your complaint with the member of staff responsible for the service about which you are complaining.

If the matter is not resolved, promptly or fully by them, then their line manager, or senior will become involved to work with you and the individual to reach a satisfactory resolution.

If you are not satisfied with how your complaint has been handled, you may begin the formal complaint procedure of contacting:
manager@katiehomes.co.uk

How to set out your complaint

In order to have your complaint dealt with as quickly as possible please send an email to the relevant individual.

However, please include the following information:

1. Your name and address
2. Individual involved in your complaint
3. Summary of complaint
4. How would you like to see your complaint resolved?
5. Attach any supporting documents

What will happen next?

1. Katie Homes will send you a letter acknowledging receipt of your complaint within **3 working days** of receiving it.
2. Katie Homes will then investigate your complaint.
3. You will then receive a reply to your complaint within **21 days working days** of the original email.
4. At this stage, if you are still not satisfied, you should contact us again and we will attempt to re-address your issue.
5. This second response, which we will aim to send you with **14 working days** will be our final decision.
6. If you are still not satisfied, you must write to the Property Ombudsman to which we are a member.

Our timescales are there for guidance only, and although we try to respond well within these, sometimes due to illness or absence, this might not be possible.

Additional Information

To reach a senior member immediately you can direct your complaint to manager@katiehomes.co.uk although it may be passed onto the relevant individual first.