

## Complaints Procedure

**At KMP Solutions we are committed to providing a high level of service at all times in a polite and efficient manner, however we recognise that things do go wrong from time to time. When this happens, please let us know so that we can try and put matters right. This will help us to improve our standards.**

### **How to Submit a Complaint:**

1. The most effective way of resolving a problem is to give the member of staff involved the opportunity to deal with the complaint on an informal basis.
2. If you are unable to do so or the matter has not been resolved to your satisfaction, you should put your complaint in writing and send it to:

Managing Director  
KMP Solutions Limited  
36-38 Waterloo Road  
London NW2 7UH

3. If the complainant is still not satisfied after the last stage of the in-house complaint procedure (or more than 8 weeks has elapsed since the complaint was first made) then you can take the matter up with the Ombudsman Services (Property) without charge at the following address:

Ombudsman Services: Property  
PO Box 1021  
Warrington  
WA4 9FE

Phone: 0330 440 1634  
Email: [enquiries@os-property.org](mailto:enquiries@os-property.org)  
Web Address: [www.ombudsman-services.org/property](http://www.ombudsman-services.org/property)

### **Complaints Handling**

1. KMP Solutions endeavour to acknowledge receipt of all complaints within 3 working days. We will try and resolve all problems within 7 – 14 working days.
2. If the matter requires a full investigation, you will receive a written response within 21 working days.

**KMP Solutions take all complaints very seriously and aim to resolve all complaints to a mutually agreeable conclusion within a reasonable time frame.**

Please note, the above procedure does not cover everyday matters such as reporting or chasing a repair, account queries or complaints by one lessee about another.