



K&M Property Management Ltd

Kinetic Centre, Theobald Street, Borehamwood Herts WD6 4PJ
Office 020 8440 1034 Emergency 07776 235 207 Email info@groupkm.co.uk

2024 COMPLAINTS HANDLING PRODECURE

Stage 1-Verbal

If any dispute arises over the interpretation of or compliance with the specific clauses in an agreement or a management issue the Parties will attempt to settle it firstly by negotiation over the telephone and we will do everything we can to settle a dispute.

Stage 2-Letter to Property Manager

If the dispute cannot be settled over the phone details of the specific issues should be emailed to the relevant property manager. They will provide an acknowledgement within 7 days and a full response in 28 days.

Stage 3-Letter to Managing Director

Following the above if the dispute cannot be resolved this can be followed up in writing within 14 days and sent to Martin Kingsley (Managing Director) K&M Property Management Ltd at the address above or by phone or email.
He will provide an acknowledgement within 7 days and a full response in 28 days.

Stage 4-Property Ombudsman

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 he/she can take the matter up with The Property Ombudsman Limited without charge"
K&M-Membership Number: ZA194507

Or Write to;
The Property Ombudsman Limited
Milford House 43 - 55 Milford Street
Salisbury Wiltshire, SP1 2BP
Tel: 01722 333306
Fax: 01722 332296
E-mail: admin@tpos.co.uk
Website: www.tpos.co.uk

