

# Keith Pattinson Limited

## Complaints Handling Procedure

Keith Pattinson Limited are committed to providing a high quality, accessible and responsive service to all our clients. However, if you believe that Keith Pattinson Ltd has failed to meet your expectations to the standard of service received, then please make us aware of your concerns.

In the first instance explain your concerns either in writing or e-mail to the colleague you have been dealing with as we aim to resolve any matter at first contact. Please make sure they understand your complaint thoroughly and what you think should be done to put things right, any evidence your able to provide will help our enquires. Your complaint may be referred to the relevant team or department who are best placed to resolve your concern, if you remain dissatisfied you can then escalate your complaint for an independent review.

Your complaint will be acknowledged within three working days, an investigation into your complaint will be carried out and a full response or update will be issued within fifteen working days. We do have up to eight weeks to resolve or offer a final outcome to a complaint. We would hope in all cases that any concerns raised would be resolved before this timescale. If you are still not satisfied with our final viewpoint (or more than 8 weeks has elapsed since the complaint was first made) you can request an independent review from The Property Ombudsman.

**Our address for any complaint in writing please send to:**

Jordan Jackson – Complaints Manager  
Keith Pattinson Ltd  
Mercantile House Silverlink Business Park  
Wallsend  
NE28 9NY

If your complaint has still not been resolved to your satisfaction you can refer your complaint to The Property Ombudsman, they require that all complaints are addressed through this in-house complaint procedure, before being submitted for an independent review. You will need to submit your complaint to The Property Ombudsman within 12 months from the date of our final viewpoint, including any evidence to support your case.

The Property Ombudsman Scheme  
Milford House  
43-55 Milford Street Salisbury  
SP1 2BP  
Email: [admin@tpos.co.uk](mailto:admin@tpos.co.uk)