



# KINGSLY ESTATE AGENTS

## Complaints Procedure

Kingsly Estate Agents aims to provide all clients with high quality service. If something goes wrong, we need you to tell us about it. This will help us to improve our standards.

### Complaints Procedure

Please put your complaint in writing to:  
Directors  
315 Chase Road  
Southgate  
London N14 6JT  
Or email: [Ali@kingsly.group](mailto:Ali@kingsly.group)

That ensures that we fully understand what your complaint is and have a written record of it.

These are two formal stages of our complaints handling procedure.

### Stage one

The first stage of our complaints handling procedure will involve full consideration of your complaint by the Directors. We will acknowledge your complaint by telephone and in writing within seven working days. Following that, we will consider your complaint as quickly as possible. We will provide you with a complete response or, if that is not possible, an update on our progress with your complaint within a further 28 days.

We will try to resolve the complaint to your satisfaction. If you are happy with the outcome of the investigation into your complaint, the matter will conclude, and this will be sanctioned in writing.

However, if we cannot agree on resolving the complaint, you will have the opportunity to take your complaint to the final stage of our complaints handling procedure- stage two.

### Stage Two

When it is clear that we cannot reach an agreement, we will write to you explaining that our internal investigation of your complaint has been exhausted and reached a deadlock.

At this point, if you wish to pursue your complaint further, you should contact: **The Property Ombudsman Milford House, 43-55 Milford Street, Salisbury, Wiltshire SP1 2BP**

☎ 02088 844 844

✉ [info@kingsly.group](mailto:info@kingsly.group)

📍 315 Chase Road, Southgate, London N14 6JT

👉 [kingsly.group](http://kingsly.group)

