

## Complaints Policy and Procedure

**Kernow Property Buyers t/a bestpricepropertybuyers.co.uk is committed to providing a quality service for its members and working in an open and accountable way that builds the trust and respect of all our customers. One of the ways in which we can continue to improve our service is by listening and responding to the views of our members, customers and stakeholders, and in particular by responding positively to complaints, and by putting mistakes right.**

### **Our aim:**

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As part of our guarantee to you we will ensure;

- Making a complaint is as easy as possible
- We treat a complaint as a clear expression of dissatisfaction with our service which calls for an immediate response
- We deal with it promptly, politely and, when appropriate, confidentially
- We respond in the right way - for example, with an explanation, or an apology where we have got things wrong, or information on any action taken etc
- We learn from complaints, use them to improve our service, and review annually our complaints policy and procedures

You may wish to raise concern(s) informally. Under these circumstances, we guarantee to:

- Resolve informal concerns quickly;
- Keep matters low-key;
- Enable mediation between the complainant and the individual to whom the complaint has been referred.

An informal approach will usually resolve any outstanding issues or concerns. However, if concerns cannot be satisfactorily resolved informally, then the formal complaints procedure should be followed.

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### Confidentiality:

Every attempt will be made to ensure that both the complainant and K.P.B. maintain confidentiality. However the circumstances giving rise to the complaint may be such that it is not be possible to maintain confidentiality (with each complaint will be judged on its own merit). Should this be the case, the situation will be explained to the complainant.

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## Complaints Process.

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### **Definition:**

Kernow Property Buyers Ltd (K.P.B.) defines a complaint as 'any expression of dissatisfaction with a member of staff, or that relates to K.P.B. and that requires a formal response'.

### **Purpose:**

The formal complaints procedure is intended to ensure that all complaints are handled fairly, consistently and wherever possible resolved to the complainant's satisfaction.

K.P.B undertake to:

- Acknowledge the formal complaint in writing;
- Respond within a stated period of time;
- Deal reasonably and sensitively with the complaint;
- Take action where appropriate.

A complainant's responsibility is to:

- Bring their complaint, in writing, to K.P.B. attention normally within 8 weeks of the issue arising;
- Raise concerns promptly and directly with a member of staff at K.P.B.
- Explain the problem as clearly and as fully as possible, including any action taken to date;
- Allow K.P.B. a reasonable time to deal with the matter;
- Recognise that some circumstances may be beyond K.P.B. control.

Responsibility for Action:

- All Staff, at K.P.B.

## Formal Complaints Procedure

### **Stage 1**

In the first instance, if we are unable to resolve the issue informally, you should write to the member of staff who dealt with you, or their manager, so that he or she has a chance to put things right. In your letter you should set out the details of your complaint, the consequences for you as a result, and the remedy you are seeking.

You can expect your complaint to be acknowledged within 4 working days of receipt. You should get a response and an explanation within 15 working days. If you are unsure which member of K.P.B. staff to write to, your complaint should be sent to Director of Operations.

Our contact details can be found on the Contact Us page of our website .

### **Stage 2**

K.P.B. aim is to resolve all matters as quickly as possible. However, inevitably some issues will be more complex and therefore may require longer to be fully investigated. Consequently timescales given for handling and responding to complaints are indicative only. If a matter requires more detailed investigation, you will receive an interim response describing what is being done to deal with the matter, and when a full reply can be expected and from whom.