

IMPORTANT NOTICE

KINGS' DISPUTE PROCEDURE

Whilst Kings' Staff always endeavours to provide *service excellence* nevertheless, even in the best run organisations, disputes sometimes occur.

If so, the following policy procedure is applied by Kings:-

1. Small disputes or differences relating to isolated minor matters shall be dealt with in all cases by direct negotiations between the relevant individual parties.
2. In the event of a major dispute or matter, and/or such direct negotiations not securing a satisfactory resolve; the complainant (e.g. Tenant) may detail the points of dispute in writing to Kings' Administration. Please address all correspondence to:-

**Attn:
Kings Lettings
103 High Street
Maidenhead
Berkshire SL6 1JX**

3. Kings' Administration agrees to acknowledge receipt of the written complaint within three working days of receipt, and undertakes to provide a comprehensive written response within fifteen working days of receipt.
4. All exchanges must be in writing – no telephone contact will be entered into, unless proposed by Kings' Administration.
5. If the complainant is dissatisfied with the response, they can request a review of the complaint, to be carried out by a member of staff not directly involved. The response will be issued within fifteen working days of requesting the review and will be in the form of a "Final Viewpoint letter".
6. If, after eight weeks (of the date of Kings' first written response to the complaint) it has not proved possible to reach resolution, either disputing party shall be free to pursue other channels (including, if appropriate, the issue of formal legal proceedings).
7. Kings is a member of 'The Property Ombudsman' (TPO) scheme. If the complainant remains dissatisfied after receiving the Final Viewpoint letter (or more than eight weeks have passed since making the initial complaint), they have the opportunity to refer the matter to the Ombudsman for review – this must be submitted within twelve months of receiving the Final Viewpoint letter.

TPO website: www.tpos.co.uk

TPO telephone no: 01722 333 306

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