



Keenans Sales and Lettings Complaint Information

Here at Keenans our teams always aim to provide the highest levels of service.

If something goes wrong, we'd like the chance to put it right.

We'd welcome the opportunity to speak to you in the first instance.

In order that your concerns are addressed as efficiently as possible we ask that you first raise them verbally with the office senior of the Keenans branch concerned. They'll discuss your feedback and agree next actions with you.

Should a satisfactory response not be received and you wish to discuss your grievance further you can then escalate your complaint by asking to speak to Emma Doolan who is a member of the senior management team here at Keenans.

Complaining on behalf of someone else

If you are not a client of Keenans but are complaining on their behalf you must understand that we will not be able to disclose the full details due to GDPR. We can only accept complaints from Keenans clients themselves

Next Step

If you are asked to put your complaint in writing by Emma, please do so using the form below. Your complaint will be acknowledged by Emma or the relevant member of the senior management team within three working days of receipt. A formal investigation (if necessary) will be undertaken and a final written view point letter of the investigation will be sent to you within fifteen working days. This will include details of any offer (if any) we are willing to make. Should you receive no response from us within eight weeks of raising your complaint in writing, your complaint can be escalated directly to The Property ombudsman.

If you remain dissatisfied with your complaint you are entitled to refer the matter to The Property Ombudsman within twelve months for a review. Likewise should you receive no response from us within eight weeks of raising your complaint in writing, your complaint can be escalated directly to The Property Ombudsman. Please note that the Property Ombudsman will only review complaints made by consumers.

Keenans Sales and Lettings Customer Relations & Feedback Form

First Name:

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Last Name:.....

Current Address

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**Purchasing
Address**.....

Email

Address:.....

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Phone Number:

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Which office does your complaint relate to

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Is there a particular member of Keenans staff you've been dealing with regarding this matter

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Please outline the details of your complaint

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What would you like the resolution to be –

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Our senior management team will be in touch within three working days to discuss the next steps.

Your feedback on what we do right and what we need to improve impacts on how we work and train our staff ensuring we deliver a consistent quality service to all of our customers.

We would hope to resolve any issues you raise with us, however if after following our internal complaints handling procedure you still feel we have not done so, you are free to contact The property Ombudsman:

The Property Ombudsman Ltd
Milford House
43 – 55 Milford Street
Salisbury
Wiltshire
SP1 2BP

Telephone: 01722333306

Should a satisfactory outcome to your complaint not be received by either us as an agent or The Property Ombudsman, you can escalate your complaint to PropertyMark at www.propertymark.co.uk