

## COMPLAINT PROCEDURE

At Foster Kemp we are committed to providing the highest standard of service.

Our approach is underpinned by our company values;

- **Trust;** clients can trust in our advice and we will always act to fulfil our fiduciary commitment to clients
- **Integrity;** in the ethical approach we adhere to
- **Fidelity;** we are committed to serving our clients to the highest professional standards and fulfilling our duty of care to all stakeholders
- **Standards;** to continually improve both our people and the company to the benefit of all our customers

If you feel that we have not lived up to your expectations in any way, we would like to hear from you so that we can investigate matters which will also help us to improve our service.

### Making a Complaint

When making a complaint our objective is always to resolve the complaint to your satisfaction and as quickly as is possible. To resolve your complaint, we would ask you include the following information and evidence where applicable, when submitting your complaint.

- a) An outline of your complaint and why you feel we have fallen short of our first-class service
- b) What you would like us to do to resolve the complaint
- c) Any specific details that you feel would assist us with resolving your complaint. Including, but not limited to:
- d) Names of Advisors you have spoken with in connection with the complaint
- e) Time(s) and Date(s) of the incident(s)
- f) Any written correspondence in connection with your complaint
- g) Any other documentation in support of your complaint

## Stage One

Complaints should be directed to the Property Manager in the first instance. Please give full details in writing, as outlined above in the Making a Complaint section.

Contact details are as follows:

Property Manager	Emma Belson
Telephone	01296 422171
Email	Emma.belson@fosterkemp.com
Postal Address	Suite 31 Midshires House, Midshires Business Park, Smeaton Close, Aylesbury HP19 8HL

On receipt of a complaint, we will investigate the issue(s) you have raised on your complaint fully and respond to you accordingly. The timescales for dealing with complaints are as follows:

- a) You should expect your complaint to be acknowledged within 3 working days of being received and you should receive an 'acknowledgement of receipt' from us.
- b) The Finance Manager may contact you prior to launching a full investigation
- c) Within 15 working days of the acknowledgement, you will be advised of the investigation's outcome in writing.
- d) If we are unable to complete our investigation within 15 working days as stated above, we will provide you with reasons why we could not meet this time frame and provide you with an estimate of when a full response will be received.

## Stage Two

If you feel after dealing with the Property Manager that your complaint has not been resolved or should they have been directly involved in the matter pertaining to your complaint, you are invited to make a formal complaint in a written summary by email to the Director of the company.

Contact details for the Director are as follows:

Director	Richard Foster
Telephone	01296 422171
Email	richard.foster@fosterkemp.com
Postal Address	Suite 31 Midshires House, Midshires Business Park, Smeaton Close, Aylesbury HP19 8HL

If your complaint is escalated to Stage Two, you should expect the following responses to your complaint within the following timescales:

- a) You should expect your complaint to be acknowledged within 3 working days of being received and you should receive an 'acknowledgement of receipt' from us.
- b) The Director may contact you prior to launching a full investigation or review of the investigation carried out in Stage One.
- c) Within 15 working days of the acknowledgement you will be advised of the investigation's outcome in writing in a final viewpoint letter.
- d) If we are unable to complete our investigation within 15 working days as stated above, we will provide you with reasons why we could not meet this time frame and provide you with an estimate of when a full response will be received.
- e) After our final written response, we may deem the complaint closed. If we deem the complaint closed, then we reserve the right not to enter any further correspondence.

### Stage Three

We are members of the Property Redress Scheme (PRS). The PRS is a government approved Redress Scheme who resolves complaints between Members and their consumers. The Complainant must have exhausted the Members complaints procedure and remain dissatisfied with the Members response.

If you feel that your complaint remains unresolved to your satisfaction you can refer it to the Property Redress Scheme without charge.

In order to take your complaint to the Property Redress Scheme you must first have carried out the following:

- a) You have waited 8 weeks from the date of your written complaint to us for a response; and
- b) It is still within 12 months from the last communication with you regarding this complaint
- c) You have gone through our complaints procedure, and you feel your complaint has not been resolved

Contact details for the Property Redress Scheme are as follows:

Redress Scheme Name	Property Redress Scheme (PRS)
Website	<a href="http://www.theprs.co.uk">www.theprs.co.uk</a>
Email	<a href="mailto:info@theprs.co.uk">info@theprs.co.uk</a>
Telephone	0333 321 9418