

IN-HOUSE COMPLAINTS PROCEDURE

In the event of a complaint against this firm, then this note sets out the procedure which can be followed in dealing with the complaint.

1. A person has been appointed in our Cyncoed office to deal with complaints, and you should contact that person in the first instance. Details are set out as follows:

Mr Kelvin Francis FRICS, 362 Cyncoed Road, Cyncoed, Cardiff CF3 6SA

Telephone: 02920 766538

Email: kelvin@kelvinfrancis.com

2. If your complaint is initially made orally, you will be requested to send a written summary of your complaint to the complaints officer above, appointed to deal with it.
3. Once your written summary has been received, you will be contacted within three working days to acknowledge receipt of your complaint and that a proper investigation will be undertaken.
4. A formal written outcome on the investigation will be sent to the Complainant within 15 working days.
5. If the Complainant remains dissatisfied, this can be further pursued by the Complainant within the company, by requesting a further Independent Review by a staff member not directly involved in the transaction. A Final Review and response will be sent to the Complainant within 15 working days.
6. If you are not satisfied with the Final Review response dealing with your complaint, the matter may be referred to 'The Property Ombudsman' to request an independent review. They can be contacted at:

Milford House, 43-45 Milford Street, Salisbury, Wiltshire, SP1 2BP

Telephone: 01722 333306

Email: admin@tpos.co.uk

Website: www.tpos.co.uk

7. The Complainant may refer the matter to The Property Ombudsman within six months of our Final Review investigation.



CYNCOED 362/364 Cyncoed Road, Cardiff CF23 6SA t. 029 2076 6538 cyncoed@kelvinfrancis.com

LISVANE 4 Crown Precinct, Church Road, Cardiff CF14 0SJ t. 029 2068 9200 lsvane@kelvinfrancis.com

Kelvin Francis Ltd registered in England and Wales. Registration number: 4686941 Registered Office: 362 Cyncoed Road, Cardiff CF23 6SA

