



# Complaints procedure

**We are committed to providing a professional service to all our clients and customers. If things go wrong we need you to tell us about them. This will help us to improve our service going forward and resolve issues as soon as possible.**

If you have a complaint, please put this in writing (letter or email) to us. We will then acknowledge and respond in line with the timescales and stages set out below.

<b>Stage 1 - Your complaint</b>	<b>Address:</b>
Please put your complaint in writing either by letter or email and address it to the <b>Managing Director</b> . Please include as much detail as possible, including dates, names of any members of staff you dealt with and, where you are able to, enclosing/attaching any supporting evidence.	Knight Knox, Quay West at MediaCityUK, Trafford Wharf Road, Manchester UK M17 1HH
<b>Email:</b> info@knightknox.com	
<b>Stage 2 - Our acknowledgement</b>	<b>Timescale</b>
Your complaint will be acknowledged and we will start our in house complaints process.	Within <b>3 working days</b> of receiving your complaint.
<b>Stage 3 - Our investigation</b>	<b>Timescale</b>
Your complaint will be investigated and we will provide a formal written response addressing your specific complaints and proposing resolutions where appropriate.	Within <b>15 working days</b> of receiving your complaint.

Knight Knox is a company registered in England and Wales.  
Registration number: 5236745. Registered address: Quay West, Trafford Wharf Road, Manchester M17 1HH.

<b>Email</b>	<b>Telephone</b>
info@knightknox.com	+44 (0)161 772 1370
<b>Website</b>	<b>Fax</b>
www.knightknox.com	+44 (0)161 241 5360





**Stage 4 - Final viewpoint**

If you remain dissatisfied, you should contact us again and we will conduct a separate review to take place. This will outline our final viewpoint on the matter.

**Timescale**

Within **15 working days** of receiving your request for a further review.

**Stage 5 - The Property Ombudsman**

If our final viewpoint letter does not resolve matters (or more than 8 weeks has elapsed since the complaint was first made) you can request an independent review from The Property Ombudsman without charge.

**The Property Ombudsman**

Milford House  
43-55 Milford Street  
Salisbury  
SP1 2BP

01722 333306  
www.tpos.co.uk admin@tpos.co.uk

**Timescale**

You must refer your complaint to the Ombudsman within **12 months** of receiving our final viewpoint letter.

**If we have not addressed your complaint within eight weeks, you can refer your complaint to the Ombudsman. No charge will be made for any complaint we handle.**

