

## **In-House Complaints Procedure:**

Kravens aim to provide the highest standard of service to all our customers (tenants and landlords). To ensure that your interests are safeguarded, a complaints procedure has been introduced.

This will allow for the matter to be dealt with internally by Mr Rashed Elahi and in the event that we are not able to deal with the issue to our mutual satisfaction, the matter can be referred to The Property Ombudsman.

If you believe you have a complaint, please send an email in the first instance to Mr Rashed Elahi at:

[rashed@kravens.co.uk](mailto:rashed@kravens.co.uk)

Your complaint will be acknowledged within 24 hours but no longer than 3 working days, investigated thoroughly in accordance with established in-house procedures and a formal reply will be emailed back to you within 15 working days of receipt of your complaint.

If you are not satisfied with the outcome of our initial investigation, you will be provided with a further opportunity to have the complaint reviewed by our Director, Mr Kalpesh Vaja at the given email address below:

[kalpesh@kravens.co.uk](mailto:kalpesh@kravens.co.uk)

In the event that the final review as detailed above still fails to satisfy your complaint, then you are at liberty to have the matter referred to The Property Ombudsman.

You are also entitled to have your complaint referred to the Ombudsman should we fail to deal with matters promptly or do not comply with our in-house complaints procedure within 8 weeks from date we received your notification.

The Property Ombudsman  
Milford House  
43-55 Milford Street  
Salisbury  
Wiltshire  
SP1 2BP  
01722 333 306  
[admin@tpos.co.uk](mailto:admin@tpos.co.uk)  
[www.tpos.co.uk](http://www.tpos.co.uk)

Please note the following:

You will need to submit your complaint to The Property Ombudsman within 12 months from the date of our final viewpoint, including any evidence to support your case.

The Property Ombudsman requires that all complaints are addressed through this in-house complaints procedure, before being submitted for an independent review.