

## **Kerr & Co - Complaints Procedure**

Kerr & Co – a Member of The Property Ombudsman Scheme - aims to provide the highest standards of service to all our customers. To ensure that your interests are safeguarded, a Grievance Procedure has been introduced. This provides for the matter to be dealt with internally by Robert Barr M.N.A.E.A. M.A.R.L.A. for sales and Andrew Teague for lettings and - in the event that we are not able to deal with the matter to mutual satisfaction - by reference to The Property Ombudsman.

1. If you believe you have a grievance, please write in the first instance to the address as below:

For Sales complaints please contact:

Mr Robert Barr M.N.A.E.A. M.A.R.L.A.

Sales Manager

Kerr & Co

77 Goldhawk Road

Shepherd's Bush

London

W12 8EH

[robert@kerrandco.com](mailto:robert@kerrandco.com)

For Lettings complaints please contact:

Andrew Teague

Lettings Director

Kerr & Co

77 Goldhawk Road

Shepherd's Bush

London

W12 8EH

[andrew@kerrandco.com](mailto:andrew@kerrandco.com)

2. Your grievance will be acknowledged within 3 working days, investigated thoroughly in accordance with established in-house Procedures, and a reply sent to you within 15 working days of receipt of your letter.

3. If you are not satisfied with the outcome of our initial investigation, you are provided with a further opportunity to have the grievance reviewed by our Director at the address given below:

**Mr Chris Kerr M.N.A.E.A. M.A.R.L.A.**

**Director**

**Kerr & Co**

**77 Goldhawk Road**

**Shepherd's Bush**

**London**

**W12 8EH**

[chris@kerrandco.com](mailto:chris@kerrandco.com)

4. In the event that the final review as detailed above still fails to satisfy your grievance, then you are at liberty to have the matter referred to The Property Ombudsman (T.P.O.), to whom information will be provided by Kerr & Co. You are also entitled to have your grievance referred to the Ombudsman, should we fail to deal with matters expeditiously i.e. within 3 months from the date of written notification to ourselves. Please note there is a 12-month timescale for referring complaints to the Property Ombudsman.

**The Property Ombudsman,**

**43 - 55 Milford Street,**

**Salisbury**

**SP1 2BP**

**Tel: 01722 333306**