



| Office 30 | Eco Business Centre | York | YO30 4AG |

## **Kendall Bailey Complaints Procedure**

At Kendall Bailey, we are committed to providing a professional, transparent, and high standard of service to all landlords, tenants, applicants, contractors, and members of the public.

If something goes wrong, we want to know about it so we can investigate fairly and work towards a resolution as quickly as possible.

### **Stage 1 – Initial Complaint**

If you are unhappy with any aspect of our service, please raise your complaint through COHO or by email.

Please include:

- Your full name
- Property address (if applicable)
- Contact details
- A clear explanation of your complaint
- Any supporting evidence or documentation
- The outcome you are seeking

Complaints can be submitted via:

#### **COHO Portal**

or

#### **Email:**

[admin@kendall-bailey.com](mailto:admin@kendall-bailey.com)

We aim to acknowledge all complaints within **3 working days**.

A full response will usually be provided within **15 working days**. If additional time is required due to the complexity of the matter, we will keep you updated throughout the investigation.

### **Stage 2 – Senior Review**

If you remain dissatisfied after receiving our initial response, you may request for the complaint to be escalated for a senior management review.

Your escalation request should be submitted within **14 days** of receiving our Stage 1 response and should clearly explain why you remain dissatisfied.

A senior member of the business who has not been directly involved in the matter will review the complaint.

We aim to provide a final written response within **15 working days**.

### **Stage 3 – Independent Redress Scheme**

If you are still dissatisfied once our internal complaints procedure has been exhausted, you may refer your complaint to our independent redress provider:

**Email:**

[complaints@theprs.co.uk](mailto:complaints@theprs.co.uk)

**Telephone:**

0333 321 9418

The complaint must usually be referred to the scheme within 12 months of receiving our final viewpoint response.

### **Our Commitment**

We take all complaints seriously and use feedback to improve our service, systems, and communication. Our aim is always to resolve concerns fairly, professionally, and as efficiently as possible.

