KAYLEIGH STEVENS
Let's make it personal

COMPLAINTS PROCEDURE

At KS Personal Property Consultancy Limited (trading as Kayleigh Stevens), we strive to deliver exceptional service and value our clients and tenants. However, we understand that there may be times when you may wish to raise a complaint or grievance.

If you have any concerns, please contact our Director, Stewart Carroll, at the address provided below:

51 London Road
Rainham
Kent
ME8 7RG

Upon receipt of your complaint, we will acknowledge it within three working days and investigate it in accordance with our established internal procedures.

We will then provide you with a formal written response within 21 days (15 working days). In the event that additional time is required, we will notify you in writing with a revised response date.

If you are still dissatisfied with the outcome, you may escalate your complaint to The Property Redress Scheme at the address and contact details provided below:

Property Redress Scheme Premiere House,
1st Floor, Elstree Way
Borehamwood
WD6 1JH
Phone: 0333 321 9418

You may also contact The Property Redress Scheme via email at info@theprs.co.uk.

Your must refer your complaint to the Property Redress Scheme within 12 months of our final correspondence regarding your complaint.

We take all complaints seriously and will do our utmost to resolve them in a timely and professional manner