



KMRE Group Complaints Policy

Complaints

At KMRE Group, we are responsive to the needs of our customers and staff alike and welcome comments and complaints as a means of improving our services. At KMRE Group we will always be professional and courteous, and complaints about others will be dealt with in the strictest of confidence. We aim to be as quick as we can in responding to you. However, in order to resolve your complaint, you will need to follow our complaints policy procedure.

In the First Instance

If you have a complaint of any kind, in the first instance please discuss this with a member of KMRE Group who will try and resolve the matter. In this instance the complaint can either be verbal, written, or emailed. Please note, all of our calls are recorded for training and quality purposes.

In the Second Instance

If you are unhappy about a response you receive, or the complaint is about a member of KMRE Group staff, or if you feel that the complaint warrants further investigation, then you must put your complaint in writing to our Sales Director, Nick Gould, at: -

KMRE Group Ltd
1-2 Northwest Business Park
Servia Hill
Leeds
LS6 2QH

Hopefully the issue will be resolved at this level. Your letter should contain a clear statement of your concerns, including any supporting documentation, and should explain how you think your complaint could be best resolved.

Finally

If you are still unhappy with the response that you have received, please contact our Managing Director, Kam Mogul, at: -

KMRE Group Ltd
1-2 Northwest Business Park
Servia Hill
Leeds
LS6 2QH

Again, your letter should contain a clear statement of your concerns up to this point, including any further supporting documentation and should explain how you think your complaint could best be resolved.

Timescales

At KMRE Group we aim to provide a response to your complaint within 21 days of receiving the initial complaint, although in complex cases this may take longer, and we will endeavour to keep you notified of progress and reasons for the delay.

Where a complaint is received within 6 months of an incident that has taken place, we will aim to resolve this in less time than it took to complain. All complaints received 6 months or more after the incident has occurred will not be considered.

If the complaint is about a member of staff, the envelope should be marked "Private and Confidential" to avoid the envelope being opened by the general mail operative.