

# Complaints Procedure



**Kexgill and the UQ recognise that all businesses must have a resolution procedure and that receiving, and handling complaints constructively has the effect of enhancing the quality of service provided. The following sets out the procedure that will be followed to address complaints received:**

**Complaints may be received from tenants verbally or in writing. On receipt the local branch will note the complaint and the subject matter in the tenant diary and property diary section of the MUS system.**

**The branch manager (unless or he or she is the subject of complaint) will investigate the complaint and respond to the tenant in writing as soon as possible and in any event within 10 working days.**

**The response will be retained in a complaints file, which can be maintained either in written or electronic form. If the local manager is the subject of complaint the tenant will refer the matter in writing to Richard Stott at Kexgill's Head Office.**

**Richard Stott can be contacted on [richard@kexgill.com](mailto:richard@kexgill.com)**

**Where the complaint relates to a local manager or is not resolved at stage "1" above, the tenant will be asked to refer the matter in writing to Richard Stott at Kexgill's Head Office. The complaint will be investigated, and a response provided in writing within 15 working days.**

**Any settlement that involves a payment by way of compensation will be put into effect within 10 working days of the compensation offer being accepted by the tenant.**

**All complaints will be handled in a professional and courteous manner. There is no further internal stage to Kexgill complaints procedure but the following should be noted :-**

**Where the complaint relates to the quality of accommodation or of management, which constitutes a breach of the UNIPOL Code of Standards, and the failure is found to be established Kexgill will rectify such breach within 4 weeks.**

**If the complaint alleges a breach of the Code of Standards but Kexgill does not consider the complaint justified, the tenant has the right to refer the dispute for resolution through UNIPOL whose Tribunal will make a decision binding on both Kexgill and the Tenant.**

**Kexgill is also an accredited landlord in a variety of its locations and if the tenants complaint is not resolved above, the tenant will be notified of the right to refer his or her complaint to the accrediting body for a decision.**