GOODKNIGHT
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COMPLAINTS PROCEDURE

Updated 11/2024

At Goodknight Property Management Ltd we value transparency, accountability, and most importantly, the satisfaction of our clients. Our commitment to excellence drives us to handle complaints with the utmost care and diligence, seeking to resolve them to the best of our abilities and to your satisfaction.

We understand that, despite our best efforts, issues or concerns may arise that require prompt attention and resolution. To ensure that your feedback is heard and addressed in a timely and effective manner, we have established a comprehensive complaints procedure.

By providing a structured and transparent process for handling complaints, we hope to not only address individual concerns but also to continuously improve our services and operations. Your feedback is invaluable to us, and we are dedicated to ensuring that your experience with Goodknight Property Management is positive and fulfilling.

Below is the procedure which we will follow:

Before making a formal complaint, you should contact Leana Knight who will aim to resolve any issues you are experiencing. If your complaint is not resolved to your satisfaction, then you will need to make a formal complaint as detailed below.

Goodknight Property Management Ltd is a letting agent providing a service and as such any formal complaint must be in relation to the service provided and not about building defects or other matters outside of the responsibility of Goodknight.

Formal Complaint

Please submit your complaint in writing **via email** using the instructions provided below. In order for us to review your complaint, we will need specific details about the issue and the steps you have already taken to address it. Upon receiving your complaint, we will send an acknowledgment. If you do not receive an acknowledgment, please reach out to us to confirm receipt.

We will review and investigate your complaint and provide a **written response within 15 working days** of receiving your complaint. If we are unable to do so, we will reach out to you within 10 working days to ask for additional information. In such cases, we will need your response within 10 working days to proceed with our investigations.

If we are unable to respond to your complaint within 15 working days, we will contact you to provide an estimated timeline for our written response.

Contact details by email: hello@goodknight.co
Please ensure you head your correspondence with 'Formal Complaint'

Arbitration

If you remain dissatisfied with the outcome or the handling of your formal complaint after our response, you may access the Property Redress Scheme (PRS). You can refer your complaint to the PRS if it has **not been resolved within 8 weeks** from the start of our formal complaint's procedure.

Property Redress Scheme By post: Limelight, 1st Floor Studio 3, Elstree Way, Borehamwood
Hertfordshire, WD6 1JH Tel: 0333 321 9418
Email: info@theprs.co.uk
Website: theprs.co.uk