

Kemson Ltd

Company Registration Number: 16774531
Registered Office: Office Suite 3, Shrieves Walk, Stratford-upon-Avon, CV37 6GJ

Contact
Email: info@kemson.uk
Website: kemson.uk
Telephone: 01992 921 001

In-House Complaints Procedure

For clients, customers, tenants, landlords, occupiers, local authority partners and other stakeholders

We are committed to providing a professional, fair and responsive service. When something goes wrong, we need you to tell us about it. This helps us understand the issue, respond properly and improve our standards.

If you have a complaint, please put it in writing and include as much detail as possible. We will then respond in line with the timeframes set out below.

What is a complaint?

A complaint is any expression of dissatisfaction about the service provided by Kemson Ltd, or about the way a matter has been handled. This may include concerns about communication, conduct, property management, maintenance handling, tenancy administration or another service issue.

How to make a complaint

Please send your complaint in writing to:

- **Email:** info@kemson.uk
- **Post:** Kemson Ltd, Office Suite 3, Shrieves Walk, Stratford-upon-Avon, CV37 6GJ

To help us deal with your complaint, please include your name, contact details, the property address or service the complaint relates to, what happened, when it happened, and how you would like the matter to be resolved.

If you need support to submit a complaint, please contact us and we will consider reasonable assistance or adjustments where appropriate.

If your complaint involves an urgent repair, safety issue or safeguarding concern, please also report the urgent issue through the usual reporting route so immediate risks can be dealt with while your complaint is reviewed.

What will happen next?

1. **Acknowledgement:** We will acknowledge receipt of your complaint within three working days of receiving it. We will also provide a copy of, or link to, this complaints procedure.
2. **Investigation:** We will investigate your complaint. This may include reviewing our records, correspondence, property notes, photographs, contractor information and speaking to the people involved.
3. **Written outcome:** A formal written outcome will normally be sent to you within 15 working days of our acknowledgement. The response will explain our findings, any action we propose to take and the reasons for our decision. If we need more time, we will tell you why and keep you updated.
4. **Review request:** If you are still not satisfied, you should contact us again and ask for the matter to be reviewed. Where possible, this review will be carried out by a senior person who was not directly involved in the original handling of the complaint.
5. **Final viewpoint:** We will send you a final written response within 15 working days of receiving your request for a review. This will confirm our final viewpoint on the matter.

External review

If you remain dissatisfied after receiving our final viewpoint, or if eight weeks have passed since you first made your written complaint and you have not received a final response, you may be able to refer your complaint to our approved redress scheme for an independent review.

Kemson Ltd is a member of the Property Redress Scheme. Our membership number is PRS056910.

Property Redress Scheme contact details:

- Website: www.propertyredress.co.uk
- Telephone: 0333 321 9418
- Email: info@propertyredress.co.uk
- Post: Property Redress Scheme, Limelight, 1st Floor, Studio 3, Elstree Way, Borehamwood, Hertfordshire, WD6 1JH

Redress scheme	Property Redress Scheme
Membership number	PRS056910
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Telephone	0333 321 9418
Postal address	Limelight, 1st Floor, Studio 3, Elstree Way, Borehamwood, Hertfordshire, WD6 1JH

The Property Redress Scheme may require that you complete our in-house complaints procedure first, provide supporting evidence and submit your complaint within its required time limit. You should check the latest requirements on the Property Redress Scheme website before submitting a complaint.

Local authority and partner referrals

Where a property or placement involves a local authority or partner organisation, we may communicate with the relevant team where appropriate and lawful to do so. This may help resolve the issue and ensure the right responsibilities are understood. We will still handle the complaint in line with this procedure.

Record keeping and service improvement

We keep records of complaints received, the issues raised, actions taken and outcomes reached. Complaints and feedback may be reviewed to identify recurring themes and improve our procedures, communication and service delivery.

Document information

Document owner	Director
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