
COMPLAINTS PROCEDURE

North Kent Property Management (NKPM) always strives to provide an excellent service to all clients and to uphold high service standards within the industry of block management. If part of the service delivery does not work out as we would have anticipated or you are unhappy with the service provided and there has been no informal resolution to the problem, please follow the complaints procedure given below.

Please be aware that there can sometimes be areas where this complaints procedure may not be the right avenue to resolve a problem. For instance, this could be in the event that there is a dispute with another resident or problems within your own property that are not related to the building itself or the services provided by North Kent Property Management.

Stage 1 – Complaint Details

In the first instance please detail your complaint in writing, providing as much detail as possible. Please include what you would like to see happen to resolve the issue. Please also include your name, address, telephone number and where provided, on service charge demands, your tenant reference number. Please email the full complaint to enquiries@nkpm.co.uk. If you are unable to email, please forward the written complaint to the following address:

North Kent Property Management
Innovation Centre Medway
Maidstone Road
Chatham
Kent ME5 9FD

Within 5 days of receiving the complaint, you will receive confirmation from NKPM that the complaint has been received along with a timescale for resolution.

Stage 2 - Investigation

Everything detailed in the formal complaint will be investigated. We will always try to minimise the time this stage takes. However, in the event that a third party needs to be contacted we may need extra time and therefore aim to complete investigations within 10 working days or two weeks.

The results of the completed investigation along with the planned next steps will be sent via email.

Stage 3 – Where needed – Dispute resolution via The Property Redress Scheme

If the proposed resolution to the problem is not satisfactory or where there is no possibility of coming to an agreed outcome, please request an impartial independent review of the dispute from The Property Redress Scheme. There is no charge for this service. Contact details are as follows:

The Property Redress Scheme
7th Floor Corn Exchange,
55 Mark Lane
London
England
EC3R 7NE
Telephone number: 0333 321 9418

Alternatively, please make a submission via The Property Redress website at
<https://www.portal.propertyredress.co.uk/complain>