

KeyGeni and The Surveying Experts Complaint Policy v2.0

Private & Confidential

	Name	Position	Date
Created by	Daniel Ashton	Director	30/04/2024
Approved by	The Board	The Board	30/04/2024

Contents

Contents.....	2
Introduction	3
Making a suggestion.....	3
Making a complaint.....	3
Who can complain?.....	4
How you can make a complaint	4
Responsibility	5
How we handle complaints	5
Time limits.....	5
Further Steps.....	6
Additional Escalation Process.....	6

Introduction

We always aim to provide a high standard of customer care in all our services.

Our customers' views are important to us and help to ensure our services are consistently meeting people's needs. If you are unhappy with any of our services, it is important that you let us know.

Making a suggestion

Often people feel more comfortable about suggesting improvements rather than complaining formally. Anyone receiving services, and their friends/ family, may make a suggestion.

First you should speak to the Manager or their Deputy.

Comments or suggestion boxes are available if you would rather make your suggestion that way.

If the suggestion is something that KeyGeni Group including The Surveying Experts as a company needs to consider you can send it to:

Daniel Ashton

Director • KeyGeni Ltd

Office: +44 (0) 1204 201308

Email: daniel.ashton@keygeni.com

Investment House, Bolton Road,
Bradshaw, Bolton BL2 3EU

Making a complaint

We aim to handle complaints quickly, effectively and in a fair and honest way. We take all complaints seriously and use valuable information from investigating those complaints to help us improve the service we provide. We treat all complaints in confidence.

KeyGeni Group assures clients and their families that it will not withdraw or reduce services because someone makes a complaint in good faith.

KeyGeni Limited | Investment House, Bolton Road, Bradshaw, Bolton, BL2 3EU

www.keygeni.com

Registered in England No. 11747254

Who can complain?

Anyone affected by the way KeyGeni Group provides services can make a complaint. A representative may complain about the affected person if they:

- have died
- cannot make a complaint themselves, or
- have given consent for the representative to act on their behalf

If you are not happy about making a complaint yourself and you do not know someone who can talk or write to us on your behalf, we will be happy to find someone from an independent organisation to act as an advocate for you.

How you can make a complaint

You can complain:

- in person
- by telephone
- through a member of our staff
- through an advocate or representative

where someone complains orally, we will make a written record and provide a copy of it within 3 working days

- by letter
- by email

KeyGeni Group contact details:

Office: +44 (0) 1204 201308

Email: info@keygeni.com or info@thesurveyingexperts.com

Address: Investment House, Bolton Road, Bradshaw, Bolton BL2 3EU

Responsibility

The Office Manager has overall responsibility for dealing with all complaints made about their service.

We will provide as far as is reasonably practical:

- any help you need to understand the complaints procedure; or
- advice on where you may get that help.

How we handle complaints

The Office Manager or KeyGeni Group may ask one of the management team to investigate the complaint. That person will have enough seniority and experience to deal with the issues raised by the complaint.

We will acknowledge a written complaint within 1 working day and give you the name and contact details of the person investigating it. We will acknowledge a verbal complaint immediately and give you the name and contact details of the person investigating it.

We will keep you informed about the progress of the investigation. We aim to have all complaints finalised within 28 working days unless we agree a different time scale with you.

When we have finished investigating, we will arrange to discuss the outcome, and write to you with:

- details of the findings.
 - any action we have taken; and our proposals to resolve your complaint.

Time limits

You should complain as soon as you can after the date on which the event occurred or came to your notice. If you complain more than twelve months later, we may not be able to investigate properly. But we shall also consider whether you had good reason for not making the complaint sooner and whether, despite the delay, it is still possible to investigate the complaint effectively and fairly.

Further Steps

At any stage during the process, if you are not happy with the way KeyGeni Group is dealing with your complaint you can contact the Managing Director at:

Daniel Ashton

Director • KeyGeni Ltd

Office: +44 (0) 1204 201308

Email: daniel.ashton@keygeni.com

Investment House, Bolton Road,
Bradshaw, Bolton BL2 3EU

Additional Escalation Process

Where you would prefer to have your concerns heard by someone external from the business or whereby your concern is in relation to someone within the escalation process then please contact the below in the first instance:

Please contact:

Internal Complaints

ACAS – 0300 123 1100

External Complaints

CEDR provides a range of options for disputes of any commercial nature, through its express, select and direct commercial mediation services.

The contact details for CEDR are:

CEDR

The International Dispute Resolution Centre, 70 Fleet Street, London, EC4Y 1EU

t 020 7536 6000

f 020 7536 6001

e info@cedr.com

w www.cedr.com