

Complaint Procedure

The parties to the contract:

Tenants and Landlords of the Property rented through Kunac LTD and Managed by the Aforementioned

Melanie Estates
Suite 7 Cringleford Business Centre
Norwich
Norfolk
NR4 6AU

If you have any grievance arising from your contact with Kunac Ltd Trading as Melanie Estates, you should raise it informally with the relevant department within Melanie Estates

If this does not resolve the matter, you should put the matter in writing or email, setting out the nature of your Grievance and send your complaint to the Manager , Alex Okolidoh, who will advise you of a date and time convenient to both parties to hold a formal meeting with you and any employee of the Company who he feels relevant to the situation, to discuss your Grievance.

An agreement will try to be reached at this meeting and you will be asked to advise of your Grievance and what you feel should be done to resolve this matter to your satisfaction

After your meeting the Manager , he will inform you by email of the matters discussed in the Formal Meeting and you will be given the opportunity to outline what you feel should be done to resolve the situation and if agreement is reached this will be confirmed by email or in writing and therefore viewed that this resolves your Grievance.

If, in your view, this still fails to address your Grievance, you may appeal the decision by setting out the grounds of your dissatisfaction in writing and send it to the Ombudsman at

PRS
Premiere House, 1st Floor
Elstree Way
Boreham Wood
Hertfordshire
WD6 1JH

You have the right to be accompanied at all formal meetings by a colleague.