**Knightsbridge Partnership**

**Complaints Policy**

As a representative organisation for business we are committed to providing excellent service, but we recognise that sometimes things may go wrong. This policy outlines how we handle complaints fairly and efficiently.

**How to Make a Complaint**

Complaints can be made via the Knightsbridge Partnership website, in writing, by email, or by phone. Please provide:

* Your name and contact details
* A clear description of the issue
* Any relevant supporting documents

**Acknowledgement**

We will acknowledge receipt of your complaint within 48 hours.

**Investigation**

We will investigate your complaint thoroughly and aim to provide a response within 14 working days If more time is needed, we will inform you of the delay.

**Contact Details**

**Knightsbridge Partnership**

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50-56 Sloane Square,

London, SW1W 8AX

infor@knightsbridgepartnership.com

**020 3375 3986**

[knightsbridgepartnership.com](http://knightsbridgepartnership.com/)