



Walnut Valley Title

Consumer Complaint Management System

Walnut Valley Title Company (WVT) embraces the concept of Service Beyond Expectation. To emphasize this commitment, WVT has established a Consumer Complaint Management System, which includes a set of procedures outlining how problems should be brought to management's attention.

Complaints offer WVT an opportunity to correct immediate problems and frequently provide constructive ideas for improving or adapting products and services. The primary goal behind WVT'S management philosophy is complete customer satisfaction. For this purpose, we make it our highest priority to correct and resolve the problems and issues presented to us in every possible instance.

WVT management's responsibility begins with the preparation of written policies and procedures for speedy and fair complaint resolution. These policies are communicated to all departments and emphasize the accountability of each employee to resolve complaints courteously and fairly.

If a customer requests to make a formal written complaint, they can do so by going to the company's website and clicking on Complaint Form to download the form.

Walnut Valley Title Company has embarked upon elevating the Principles of Excellence in Customer Service across all levels of the company's operations. We welcome feedback and invite you to provide honest and positive ideas to enhance our corporate image and fulfill our mission to consumers and the real estate community.

Submit complaint form to:

Tonya Haga thaga@kstitle.com Fax 620-229-9975

WALNUT VALLEY TITLE

Customer Complaint Form

Customer Information

Name _____

Phone # _____

Address _____

Email _____

Product or Type of Service

Date of Service _____

Service Description

Nature of Complaint

Date of Complaint _____

Location of Service _____

Description of Complaint

Desired Action (what the customer would like)

Customer Signature _____