Consumer Complaint Management System

Kansas Secured Title Company (KST) embraces the concept of Service Beyond Expectation. To emphasize this commitment, KST 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 KST an opportunity to correct immediate problems and frequently provide constructive ideas for improving or adapting products and services. The primary goal behind KST'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.

KST 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.

Kansas Secured 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:
Kevin Mohr  kmohr@kstitle.com; Fax 316-262-5925
KANSAS SECURED 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 ____________________