

CARDENS ESTATE AGENTS LIMITED

COMPLAINTS PROCEDURE:

Through the trading names of Students@Cardens and Cardens Residential, Cardens Estate Agents Limited are committed to providing all our clients with the highest standard of service. However, if you feel we have not fulfilled our obligations, and your expectations, we would ask you to contact us so that we can investigate your complaint fully and report back to you.

The Cardens complaints procedure has three distinct stages we would ask you to follow in order that we can handle issues and concerns effectively and respond promptly.

Stage One:

Cardens Residential Sales is headed by Andy Wilkinson, Cardens Residential Lettings is headed by Beverley Gorrett and Students@Cardens is headed by Hanna Elliott. Initially, complaints should be directed to the head of the relevant department for them to consider and resolve. Complaints should be made in writing (post or email) clearly setting out full details your concern. We commit to responding to your complaint within 5 working days of hearing from you.

Stage Two:

If you are dissatisfied with the response received, and you consider it has not been satisfactorily resolved, you can raise the matter with Cardens Business Manager Ivor Bull. Please forward your complaint, together with a copy of any supporting correspondence, outlining your concerns. The Business Manager will contact you to discuss and seek any clarification of your complaint within 3 working days of receipt. If considered necessary, a full investigation will be carried out and you will be advised in writing within 15 working days from receiving your complaint.

Stage Three:

In the unlikely event that Cardens have not been able to resolve your complaint effectively, at stages one and two, you can refer it to either TPO (The Property Ombudsman) or ARLA (Association of Residential Letting Agents) at least 8 weeks after your initial complaint. Before referring your complaint to either you must have first followed step one and two as they will not consider any complaint until our internal complaint procedure has been completed. Please note that any referral must be undertaken within 12 months from receipt of your initial written complaint.

The Property Ombudsman

Milford House, 43-55 Milford Street, Salisbury, SP1 2BP

email: admin@tpos.co.uk

telephone: 01722 333306

website: www.tpos.co.uk

Association of Residential Letting Agents

Arbon House, 6 Tournament Court, Edgehill Drive, Warwick, CV34 6LG

email: help@propertymark.co.uk