

CARDENS ESTATE AGENTS LIMITED – IN-HOUSE COMPLAINTS PROCEDURE

COMPLAINTS PROCEDURE:

Under the trading names of Students@Cardens and Cardens Residential with Force and Sons, Cardens Estate Agents Limited are committed to providing a professional service to all our clients and customers. However, if you feel we have not fulfilled those obligations and expectations please contact us so that we can investigate your complaint and report back to you. This will also help us improve our processes and standards.

Where appropriate we will make reasonable adjustments for clients who might be disadvantaged because of factors such as their age, infirmity, disability, lack of knowledge, lack of linguistic or numeracy ability, economic circumstances, bereavement or do not speak English as a first language.

If you have a complaint, please submit this in writing including as much detail as possible. We will respond within the timescale set out below. If you feel we have not sought to address your complaint within eight weeks, you may be able to refer your complaint to the Property Ombudsman to consider without our final viewpoint on the matter.

The Cardens complaints procedure stages are as follows:

Stage One:

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 of your concerns. We committed to acknowledging your complaint within 3 working days. Cardens Residential Sales is headed by Andy Wilkinson, Cardens Residential Lettings is headed by Beverley Gorrett and Students@Cardens is headed by Will Pring. If your complaint relates to one of these members of staff please contact the Business Manager – Ivor Bull.

Stage Two:

Your complaint will normally be dealt with by the appropriate manager who will review your file and speak to the member of staff who dealt with you. A formal written response will be sent to you within 15 working days from receiving your initial complaint.

Stage Three:

If you are not satisfied with the response received please contact Cardens Business Manager, Ivor Bull, who will arrange to complete a separate review. The Business Manager may contact you to discuss and seek any clarification of your complaint.

Stage Four:

The Business Manager will write to you within 15 working days of the date of your request for a review confirming our final viewpoint.

Stage Five:

In the unlikely event that Cardens have not been able to resolve your complaint satisfactorily, or more than 8 weeks has elapsed since the complaint was first made, you can request an independent review by the Property Ombudsman, without charge.

The Property Ombudsman

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

telephone: 01722 333306

Email: admin@tpos.co.uk

website: www.tpos.co.uk

Please note the following:

You will need to submit your complaint to The Property Ombudsman within 12 months from the date our final viewpoint, including any evidence to support your case.

The Property Ombudsman requires that all complaints are addressed through this in-house procedure before being submitted for an independent review.