

In-House Complaints Procedure

We are committed to providing a professional service to all our clients and customers. When something goes wrong, we need you to tell us about it. This will help us to improve our standards.

If you have a complaint, please email as much detail as possible to:

complaints@cavendishproperty.co.uk

We will then respond in line with the timeframes set out below.

Note: if you feel we have not sought to address your complaints within eight weeks, you may be able to refer your complaint to Propertymark or The Property Ombudsman to consider without our final viewpoint on the matter.

What will happen next?

- We will send you email correspondence acknowledging receipt of your complaint within three working days of receiving it, enclosing an attachment of this procedure.
- Your complaint details will be printed and a formal meeting will take place to include any relevant staff member, Head of Department and Director.
- A formal written outcome of our investigation will be sent to you within 15 working days of acknowledging your complaint.
- If you are dissatisfied with our response, you are eligible to appeal our decision. Any appeal must be made within 15 days, upon receipt, we will further evaluate your case and confirm our final viewpoint within 7 working days of your request.

If you remain dissatisfied, you can then contact The Property Ombudsman to request an independent review:

The Property Ombudsman Ltd

Milford House
43-45 Milford Street
Salisbury
Wiltshire
SP1 2BP
01722 333 306
www.tpos.co.uk

Note: you will need to submit your complaint to The Property Ombudsman within 12 months of receiving our final viewpoint letter, including any evidence to support your case.

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



If you feel your complaint has not been satisfactorily dealt with by us or The Property Ombudsman, you can send log a claim with Propertymark by visiting their dedicated complaints page [here](#).

Propertymark investigate complaints against their members where there is evidence an Agent has breached their Conduct and Membership Rules. Examples of this include, but are not limited to: misuse of client money, failure to uphold high standards of ethical and professional practice, and failure to answer correspondence.

01926 496 791 | complaints@propertymark.co.uk
propertymark.co.uk/professional-standards/complaints

PROPERTYMARK PROTECTION

Look for the logos that mean your money is protected, ensures complaints are dealt with and guarantees agents are independently regulated.

