

Cadogan Complaints Procedure



Cadogan are committed to offering and delivering a high level of service to our customers. However, although rare, problems can occasionally occur and when this does happen we will do our very best to resolve the issue.

We believe in empowering our staff so that they are able to respond quickly to any complaints received.

In the event of a complaint the following procedure will be adopted:

- **Level 1:** A verbal or written complaint is received and passed to the person with responsibility for the area in which the issue arose. Depending on the nature of the issue and the degree of urgency involved it will be resolved by the relevant team member and/or the Head of Department in up to five working days. We undertake to provide regular updates on progress during this period.

If not resolved satisfactorily:

- **Level 2:** The complaint is escalated to and reviewed by the Director of Asset Management, by whom it is resolved within five working days of receipt. If further time is required, for example, in order to receive reports from third parties, you will receive a written explanation for any delay within five working days and a revised date for the full response.

If not resolved satisfactorily:

- **Level 3:** The complaint is escalated to and reviewed by the Chief Executive. A full response will be sent within 10 working days.

At all levels your complaint will be considered fairly and objectively.

In our experience, most issues can be resolved quickly and by the person with responsibility for the area in which the issue arose. This procedure is in place for rare and serious occasions when this has not proved possible.