

CEDAR ESTATES

COMPLAINTS PROCEDURE

We are committed to providing high-quality service to all of our clients. When something goes wrong, we need you to tell us about it. This will help us to improve our standards.

Our Complaints Procedure

If you have a complaint, please contact us with the details. Please email complaints@cedarestates.com.

What will happen next?

1. We will send you a letter or email acknowledging receipt of your complaint within three working days of us receiving the complaint, enclosing a copy of this procedure.
2. We will then investigate your complaint. This will normally involve passing your details to our client care representative Alex Croft, who will review your matter file and speak to the member of staff who acted for you.
3. Alex Croft will then respond by letter or email, or invite you to a meeting to discuss and hopefully resolve your complaint. He will do this within 15 working days of sending you the acknowledgement letter.
4. Within three days of the meeting Alex Croft he will write to you to confirm what took place and any solutions he has agreed with you.
5. If you do not want a meeting or it is not possible, Alex Croft will send you a detailed written reply to your complaint, including his suggestion for resolving the matter, within 15 working days of sending you the acknowledgement letter.
6. At this stage, if you are still not satisfied, you should contact us again and we will arrange for another person or someone unconnected with the matter or the firm, to review the decision.
7. We will write to you within 14 days of receiving your request for a review, confirming our final position on your complaint and explaining our reasons.

Should we be unable to resolve the complaint, you are able to contact The Property Ombudsman (TPO).

Their address is : Milford House, 43 - 55 Milford Street, Salisbury, Wiltshire, SP1 2BP

Their phone number is : 01722 333306

Website : www.tpos.co.uk

Email address : admin@tpos.co.uk

Should you require any further information relating to this procedure, please do not hesitate to contact our office on 020 7431 1100 or by email to complaints@cedarestates.com.