



**ESTATE AGENTS**

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[www.cavendishproperties.co.uk](http://www.cavendishproperties.co.uk)

## COMPLAINTS PROCEDURE

### WHEN YOU FEEL DISSATISFIED

We are committed to providing you with the highest level of service possible, but sometimes, things can go wrong. By letting us know when you have a problem, we can work with you to understand what's happened and put it right. This guide tells you how to make us aware of your concerns, so that we can address any issues you may have, quickly and professionally.

### HOW DO I REPORT A COMPLAINT?

The first step is to report your concerns to us in writing by post or by email, giving details of the part of our service with which you are dissatisfied.

Your complaint should be sent to:

Mr Hugh Evans BSc MRICS FNAEA MARLA  
Cavendish Estates Agents Ltd  
St Peter's Square  
Ruthin  
LL15 1AB

Email: [hugh.evans@cavmail.co.uk](mailto:hugh.evans@cavmail.co.uk)

### WHAT HAPPENS NEXT?

When we receive your complaint, we will:

1. Send written acknowledgement within three working days by email, which will outline who is responsible for investigating the issues raised
2. Collate as much information as possible and liaise with the various departments involved to establish all the facts
3. Send a detailed response by email within 15 working days of receipt of your complaint, informing you of our findings.

If we need more time to resolve your concerns however, you will receive a written explanation for the delay. All complaints are kept confidential and will be dealt with in a fair and unbiased way.

If we do not hear from you within eight weeks of our response, we will assume the matter has been resolved and the complaint will be closed. Should you have concerns in the meantime however, please contact the member of staff whose name appears on the letter of acknowledgement.

## STILL NOT SATISFIED?

After receiving our response, if you feel your complaint has not been fully addressed, please write to let us know the reason and we will aim to review the matter for you again.

Your concerns will be acknowledged within three working days of receipt, and your complaint will be escalated to our Group Chairman, Julian Adams, for consideration, who will issue a final response within fifteen working days of receipt of your ongoing concerns. If he is unable to fully investigate the matter and reply within this timescale, we will advise you accordingly.

If, on receipt of our final response, you are still not satisfied with the outcome, we would advise that you contact our independent redress scheme.

### The Property Ombudsman

Unit 159756  
PO Box 7169  
Poole  
BH15 9EL



Phone: 01722 335306  
Email: [admin@tpos.co.uk](mailto:admin@tpos.co.uk)  
Website: [www.tpos.co.uk](http://www.tpos.co.uk)

You must refer your complaint to the redress scheme within 12 months of our final correspondence regarding your complaint.

## WE ARE MEMBERS OF PROPERTYMARK

If you feel your complaint has not been satisfactorily dealt with by us and the redress scheme, you can send your complaint to Propertymark. Go to the Propertymark website to download a complaint form. 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.

Phone: 01926 496 791  
Email: [compliance@propertymark.co.uk](mailto:compliance@propertymark.co.uk)  
Website: [www.propertymark.co.uk/professional-standards/complaints](http://www.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  
[www.propertymark.co.uk/find-an-expert](http://www.propertymark.co.uk/find-an-expert)



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DIRECTORS: Julian Adams, Hugh Evans, David Adams

Company No.: 139 38 868 VAT Registration No.: 408 707 982

Cavendish Estate Agents Ltd

