

## 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:

Scott Sneath, Director of Compliance  
[scott.sneath@cavendishproperty.co.uk](mailto:scott.sneath@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.
- We will then investigate your complaint. This will normally be dealt with by our Directors Scott Sneath or Sam Barker – they will review your file and speak to the member of staff who dealt with you. A formal written outcome of our investigation will be sent to you within 15 working days of acknowledging your complaint.
- We will write to you within 15 working days of receiving your request for a review, confirming our final viewpoint on the matter.

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](http://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 ourselves 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.

**01926 496 791 | [complaints@propertymark.co.uk](mailto:complaints@propertymark.co.uk)  
[propertymark.co.uk/professional-standards/complaints](https://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.

