

Cadogan Complaints Procedure

Cadogan is committed to offering and delivering a high level of service to all our customers. If any problems occur we will do our very best to resolve the issue as effectively and quickly as possible.

Our complaints policy does not apply to the following:

- A service request (e.g. reporting a general repair)
- Complaints from one customer about another (antisocial behaviour issue)
- Unreasonably persistent complaints or behaviour
- Legal complaints

We will still assist with these types of issues through normal business operation where it is right to do so.

We define a complaint as:

- **An expression of dissatisfaction about the standard of service, actions or lack of action provided by Cadogan and/or its representatives affecting a customer.**

In the event of a complaint we will adhere to the following process:

- **Level 1:** A verbal or written complaint is received and passed to the person with responsibility for the area in which the issue arose. We will speak to the customer to understand the complaint and how it can be resolved and agree how best to deal with the complaint. Depending on the nature of the issue and the degree of urgency involved it will be resolved by the relevant team member 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 relevant Head of Department, who will aim to resolve it within five working days. If further time is required, for example, in order to receive reports from third parties, we will provide a written explanation and a revised date for the full response.

If not resolved satisfactorily:

- **Level 3:** The complaint is escalated to and reviewed by the Property Director who will respond within 10 working days. You will receive a written explanation if a response cannot be sent within 10 working days.

If not resolved satisfactorily:

- **Level 4:** The complaint is escalated to the Chief Executive. You will receive a written explanation if a response cannot be sent within 10 working days.
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