

## 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 best to resolve and explain the issue as effectively and quickly as practicable.

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 reviewed by the person with responsibility for the area in which the issue arose. We will undertake the necessary investigation to understand the complaint. Depending on the nature of the issue and the degree of urgency involved it will be responded to by the relevant team member in up to ten working days.

If the customer is not satisfied with the response:

- **Level 2:** The complaint is escalated to and reviewed by the relevant Head of Department, who will review the matter within five working days and confirm that they are dealing with the complaint and give an indication of the likely timescale for their detailed response.

If the customer is not satisfied with the response:

- **Level 3:** The Chief Executive will nominate a member of the senior Cadogan team who will review the complaint, within ten working days and confirm that they are dealing with the complaint and give an indication of the likely timescale for their response. The response will be sent following review with the CEO and will set out the final position of the business on the matter