

# Cairds

## **Complaints Procedure**

Cairds Epsom Ltd – a Member of the Ombudsman for Estate Agents Scheme – aims to provide the highest standards of service to all our Customers. To ensure that your interests are safeguarded, a Grievance Procedure has been introduced.

This provides for the matter to be dealt with internally by Christina Stracey Senior Lettings Manager– in the event that we are not able to deal with the matter to our mutual satisfaction – by reference to the Ombudsman for Estate Agents.

If you believe you have a grievance, please write in the first instance to the Senior Lettings Manager Christina Stracey

**Christina Stracey, Cairds (Epsom) Ltd, 128 – 130 High Street Epsom KT19 8BT**

Or

**Christina@cairds.co.uk**

Please note that Christina Stracey working hours are Monday to Friday 9am – 5:30pm

Your grievance will be acknowledged within 3 working days, investigated thoroughly in accordance with established in-house Procedures and a reply sent to you within 15 working days of receipt of your letter.

If you are not satisfied with the outcome of our initial investigation, you are provided with a further opportunity to have the grievance reviewed by our Managing Director, Mr Simon Caird.

**Simon Caird. Cairds (Epsom) Ltd, Cairds (Epsom) Ltd, 128 – 130 High Street Epsom KT19 8BT**

In the event that the final Review as detailed above still fails to satisfy your grievance, then you are at liberty to have the matter referred to the Ombudsman for Estate Agents, to whom information will be provided by this Firm. You are also entitled to have your grievance referred to the Ombudsman should we fail to deal with matters expeditiously i.e. within 8 weeks from the date of written notification to ourselves.

## **Property Ombudsman address and full contact details:-**

**The Property Ombudsman Limited**, Registered in England: 339975  
**Registered Office:** Milford House | 43-55 Milford Street | Salisbury | Wiltshire | SP1 2BP  
**| Tel:** 01722 333306 **| Fax:** 01722 332296