



Complaints procedure

We are committed to providing a professional service to all our clients and customers. If things go wrong we need you to tell us about them. This will help us to improve our service going forward and resolve issues as soon as possible. If you have a complaint, please put this in writing, via letter or email. We will then acknowledge and respond in line with the timescales and stages set out below. No charge will be made for any complaint we handle.

Stage 1—Your Complaint

Please put your complaint in writing to Nicola Smith. Please include as much detail as possible, including dates, names of any members of staff you dealt with and any supporting evidence.

Nicola Smith
Cathedral City Estates Ltd
6 Beech Road
Dunblane, FK15 0AA
Email: nicola@cathedralcityestates.co.uk

Stage 2—Our Acknowledgement

Your complaint will be acknowledged within 3 working days and we will start our in-house complaints process.

Stage 3—Our Investigation

Your complaint will be investigated and Nicola Smith will provide a formal written response within 15 working days of receiving your complaint. She will address your specific issues and propose resolutions where appropriate.

There may occasionally be circumstances beyond our control which prevent us from adhering to this timeframe. These include: -

- when the office is closed for public holidays;
- where adverse weather or sickness has led to staff shortages;
- where we cannot respond in full without the input of a third party (eg: contractor, landlord, tenant) who is not available;

- where we cannot respond in full without visiting a property and the occupant is restricting access;
- where we cannot respond in full without the input of a key member of staff who is not available.

We will contact you if we are unable to respond within this timeframe and let you know when we aim to respond by.

Stage 4—Your Appeal

If you are unhappy with the decision you can appeal within 7 days and Markus Beher (Director) will provide a final written response addressing your specific complaints and proposing resolutions where appropriate. This will be provided within 15 working days of receiving your complaint.

Stage 5—Ombudsman and First Tier Tribunal

Should you remain dissatisfied after receiving our final viewpoint letter, you can refer your complaint to the Property Ombudsman or the First-Tier Tribunal if more than 8 weeks have elapsed since your complaint was first made:

The Property Ombudsman
Milford House
43-55 Milford Street
Salisbury
SP1 2BP
01722 333306
www.tpos.co.uk

First-Tier Tribunal for Scotland (Housing and Property)
1 Atlantic Quay
45 Robertson Street
Glasgow
G2 8JB
0141 302 5900
www.housingandpropertychamber.scot

Cathedral City Estates is a registered company in Scotland SC435676.

We are committed to ensuring that your privacy is protected and we will securely hold any personal information you give us. We are registered under the Data Protection Act 1998 as a Data Controller under reference ZA032380. Our Data Protection Policy is compliant with GDPR requirements from May 2018 and if you have any questions about this please do not hesitate to contact us. Letting Agent Registration Number: LARN1903002. Full member of The Property Ombudsman.