

## Cedar Properties - Our Complaint Procedure

**These notes clearly show the steps in our complaints procedure. We will follow them and at every stage promise to listen, to do everything we can to resolve your problem, and to make sure you fully understand the conclusion that is finally reached**

### **BEFORE YOU MAKE A COMPLAINT**

#### **Is the problem clarified by legal responsibility?**

Sometimes the solution to a problem is covered by a contractual obligation. If you are one of our Landlord clients the matter may be covered in your Agency Agreement – Terms and Conditions of Business that you will have signed, and if you are a Tenant then our website [www.cedarlet.co.uk](http://www.cedarlet.co.uk) might provide some useful guidance.

For disputes between Landlords and Tenants the tenancy agreement, a legally binding contract signed by both parties, will probably be the crucial document to examine.

### **MAKING A FORMAL COMPLAINT**

Contact our office.

Although a simple matter can be dealt with over the phone, **if you wish to formalise your complaint then to make sure we record it accurately you must put it in writing** (if you have a disability that makes it difficult for you to send a written complaint, please contact us so that we can discuss alternatives) and send it to us by post, or email. Concise numbered points can be a helpful way to set the situation out clearly. Please confirm to us any dates and persons involved, whether these are Cedar Properties staff, maintenance contractors or other interested third parties such as the local authority.

You should include:

- Full details of your complaint and all matters related

- Copies of any previous correspondence with us related to your complaint or enough correspondence to trace this correspondence quickly

You should also tell us what you think we still need to do to resolve your complaint.

Receipt of your complaint will be acknowledged within 3 working days. A Director of Cedar Properties will then investigate your complaint and will issue a written reply within 15 working days. To guarantee confidentiality, we will send our reply to you in the same manner that it was sent to us (for example, if you email us, we will reply by email).

The reply from the Director, will explain the basis of his or her decision. The Director's decision is the final decision on behalf of Cedar Properties (Cardiff) Ltd.

If you remain dissatisfied with this decision, you are then entitled to refer your complaint to:

The Property Ombudsman  
Milford House  
43-55 Milford Street  
Salisbury  
Wiltshire  
SP1 2BP  
Tel: 07122 333 306  
Web: [www.tpos.co.uk](http://www.tpos.co.uk)