

### **Caley & Kulin Complaints Procedure**

Caley & Kulin Ltd welcomes and encourages feedback of all kinds from our customers. If you have a Complaint about our services, our customer service, or about our staff, not only do we want to resolve it to your satisfaction, but we also want to learn from it to improve our business and customer experience in the future.

We will where appropriate, make reasonable adjustments for consumers who might be disadvantaged because of factors such as their age, infirmity, disability, lack of knowledge, lack of linguistic or numeracy ability, economic circumstances, bereavement or do not speak English as a first language.

It is our policy to resolve Complaints quickly and fairly, where possible without recourse to formal investigations or external bodies. In particular, the aims of this Complaints Policy are:

To provide a clear and fair procedure for any customers who wish to make a Complaint about Caley & Kulin Ltd., our services, our customer service, or about our staff.

To ensure that everyone working for or with Caley & Kulin Ltd. knows how to handle Complaints made by our customers.

To ensure that all Complaints are handled equally and in a fair and timely fashion.

To ensure that important information is gathered from Complaints and used in the future to avoid such a situation arising again.

### **Making a Complaint**

All Complaints, whether they concern our services, our customer service, or our staff, should be made in one of the following ways:

In writing, addressed to Daniel Karaszy-Kulin, Director or Mark Caley, Director Caley & Kulin Ltd Staffordshire House, Clay Street, Penkridge, Stafford, ST19 5AF.

By email, addressed to the Director at [customerservice@candk.co.uk](mailto:customerservice@candk.co.uk)

By contacting us by telephone on 01785 559880.

## What will happen next?

We will send you written acknowledgment of the receipt of your complaint within three working days of receiving it, enclosing a copy of this procedure.

We will then investigate your complaint. This will normally be dealt with by Daniel Karaszy-Kulin and a formal written outcome of our investigation will be sent to you within 15 working days of receipt of the original complaint.

If, at this stage, if you are still not satisfied, you should contact us again and your complaint will be investigated by Mark Caley and we will write to you within 15 working days of receiving your request for a review, confirming our final viewpoint on the matter.

If you are still not satisfied with our final viewpoint (or more than 8 weeks has elapsed since the complaint was first made) you can request an independent review from The Property Ombudsman without charge.

The Property Ombudsman  
Milford House  
43-55 Milford Street  
Salisbury  
Wiltshire  
SP1 2BP  
01722 333 306  
admin@tpos.co.uk  
www.tpos.co.uk

You will need to submit your complaint to The Property Ombudsman within 12 months from the date of our final viewpoint, including any evidence to support your case.

The Property Ombudsman requires that all complaints are addressed through this in-house complaint's procedure, before being submitted for an independent review.

Regards  
Caley & Kulin