

UK COMPLAINTS PROCEDURE

We always strive to provide our customers with the best possible service, and we are sorry that you are dissatisfied. Please submit your complaint in writing (email is fine), to the Primary Manager as set out below.

From receipt of your complaint, we will acknowledge it within 3 working days and issue a formal written outcome of the investigation within 15 working days. In the unlikely event that you remain dissatisfied please write again to the final Escalation Manager as set out below, explaining why you feel your complaint remains unresolved.

Following a second review of the complaint the final Escalation Manager will, within 8 weeks of receipt, provide you with a written statement expressing our Final Viewpoint.

If you are still unhappy, the Escalation Manager will refer you to the Property Ombudsman and we will co-operate with you, your advisors and the Property Ombudsman to reach a resolution of the complaint. We agree to be bound by the decision of the Property Ombudsman.

So that your complaint is dealt with by the most appropriate person please direct it as set out below.

Cadogan Tate Limited (Private Client Services) General Manager: Tom Wilson Telephone: 0208 971 4374 Email: <u>t.wilson@cadogantate.com</u> Address: Cadogan House, 239 Acton Lane, London NW107NP

Cadogan Tate London Limited

(Fine Art & Designer Services) General Manager: Chris Evans Telephone: 0208 971 3040 Email: c.evans@cadogantate.com Address: Alpha House, 90A Durnsford Road, Wimbledon SW198HQ

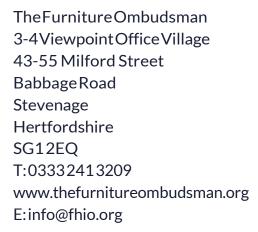
If you are still unhappy after hearing from the above, you should get in touch with the COO as listed below. He will be the Final Escalation Manager for your complaint.

Cadogan Tate

COO: Adam Sloan Telephone: 02089633905 Email: <u>a.sloan@cadogantate.com</u> Address: Cadogan House, 239 Acton Lane, London NW107NP

Finally, if you are not satisfied with the proposed resolution you receive from your Final Escalation Manager, we adhere to the British Association of Removers Alternative Dispute Resolution Scheme which is independently operated by:

The Furniture Ombudsman



We will be bound by their decision.