

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: t.wilson@cadogantate.com

Address: Cadogan House, 239 Acton Lane, London NW10 7NP

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 SW19 8HQ

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.

COO: Adam Sloan

Telephone: 0208 963 3905

Email: a.sloan@cadogantate.com

Address: Cadogan House, 239 Acton Lane, London NW10 7NP

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

3-4 Viewpoint Office Village

43-55 Milford Street

Babbage Road

Stevenage

Hertfordshire

SG12EQ

T: 0333 241 3209

www.thefurnitureombudsman.org

E: info@fhio.org

We will be bound by their decision.