



Complaints Procedure

Cator Street Property Services

At Cator Street Property Services, we are committed to delivering a high standard of service to all our clients. However, if something goes wrong, we want to hear from you so we can put it right as quickly as possible.

This procedure explains how you can make a complaint and how we will handle it.

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1. How to Make a Complaint

If you are dissatisfied with any aspect of our service, please submit your complaint in writing, including as much detail as possible.

Email: info@catorstreet.com

Post: Cator Street Property Services, The Old Court House, New Road Avenue, Chatham, Kent ME4 6BE (Registered Address)

Please include:

- Your full name and contact details
- Property address (if applicable)
- Details of your complaint
- Any supporting evidence

2. Stage 1 – Initial Review

- We will acknowledge your complaint within 3 working days of receipt.
- Your complaint will be reviewed by a senior member of the team.
- We will investigate and provide a full written response within 15 working days.

3. Stage 2 – Escalation

If you are not satisfied with our initial response, you may request that your complaint be escalated.

- Your complaint will be reviewed by a senior director or designated complaints handler.
- We will provide a final written response within 15 working days of escalation.

If additional time is required, we will inform you and provide a revised timeframe.

4. Final Viewpoint Letter

Once we have completed our investigation, you will receive a Final Viewpoint Letter. This will outline:

- Our findings
- Any actions taken
- Our final position on the complaint

5. Referral to Redress Scheme

If you remain dissatisfied after receiving our Final Viewpoint Letter, or if 8 weeks have passed since you first raised your complaint, you may refer the matter to our independent redress scheme:

Property Redress Scheme

The PRS provides a free, impartial service for resolving disputes between property agents and consumers.

You can contact them at:

Website: <https://www.theprs.co.uk> [Agent finder](#)

Email: info@theprs.co.uk

Telephone: 0333 321 9418

6. Time Limits

- Complaints must be referred to the Property Redress Scheme within 12 months of receiving our Final Viewpoint Letter.

7. Our Commitment

We will:

- Treat your complaint seriously and fairly
- Respond within the stated timeframes
- Keep you informed throughout the process
- Work to resolve issues promptly and professionally

8. Confidentiality

All complaints will be handled confidentially and in accordance with our data protection obligations under UK GDPR.

9. Lessons learnt -Continuous Improvement

At Cator Street Property Services, we view complaints as an opportunity to improve our service.

All complaints are reviewed not only to resolve the immediate issue, but also to identify any underlying trends or areas for improvement in our processes, communication, or service delivery.

Where appropriate, we will:

- Implement changes to prevent similar issues from occurring in the future
- Provide additional training to team members
- Update our internal procedures and policies

Our goal is to continuously enhance the quality of our service and maintain the highest standards for our clients.