



## **Candarin Home Limited – Client Complaint Procedure**

We are committed to providing a high standard of service to all our clients. If you feel that something has gone wrong, we welcome the opportunity to put things right.

### **1. Step 1 – Informal Resolution**

In the first instance, please raise your concern directly with the member of staff you have been dealing with.

Many issues can be resolved quickly and informally at this stage.

### **2. Step 2 – Formal Complaint**

If the matter cannot be resolved informally, please send a formal written complaint to:

**David Campbell**

*Senior Letting Manager, Candarin Home Limited*

*Email: [david@unihood.com](mailto:david@unihood.com)*

We will acknowledge receipt of your complaint within 72 working hours and aim to provide a full written response within 10 working days.

If further investigation is required, we will inform you of the expected timescale and keep you updated.

**Company number 08834290**

unihood is the trading name of Candarin Home Ltd, Hamilton House, Mabledon Place, London, WC1H 9BB  
Email: [admin@unihood.com](mailto:admin@unihood.com) | Phone: +44(0)20 79530200



### 3. Step 3 – Further Escalation

If you are not satisfied with our final response, or if 8 weeks have passed since your initial complaint and the matter remains unresolved, you may refer your complaint to our independent redress scheme:

#### **Property Redress Scheme (PRS)**

*Membership No.: PRS024157*

*Website: [www.theprs.co.uk](http://www.theprs.co.uk)*

*Email: [info@theprs.co.uk](mailto:info@theprs.co.uk)*

*Tel: 0333 321 9418*

The PRS provides an independent review of complaints and can make recommendations or awards where appropriate.

#### **Notes:**

- *Complaints must be made within 12 months of the issue arising.*
- *All complaints will be handled confidentially and in line with data protection regulations.*
- *Please also contact Property Mark when necessary.*

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