

## Rental Property Management Complaints Handling Procedure

We are members of The Property Ombudsman (TPO) and Associates members of the Association of Residential Letting Agents (ARLA) and follow their codes of practice. If you are not satisfied with the services we have provided for you, then please consider our procedure below. We are happy to discuss any complaints informally, either by telephone or in person, in order to attempt to resolve issues before commencing the formal complaints process. If appropriate we may also suggest independent mediation.

We take any complaint seriously. Some examples of circumstances that could give rise to a complaint are as follows, although this is not an exhaustive list:

- We have not responded to you promptly, or in full
- You believe that we have not followed correct policies, codes of practice or the law
- We have failed to act appropriately when arranging to carry out a repair, or have been in any way negligent
- The actions of one of our employees or contractors has been unacceptable to you
- You feel that we have acted unfairly or discriminated against you

## Formal Complaints Handling Process

1. In the first instance, please contact our Head of Property Management, Noel Hennelly, in writing at the following address.

SP Property Group  
Third Floor  
202 Fulham Road  
London  
SW10 9PJ

[noel.hennelly@SPpropertygroup.com](mailto:noel.hennelly@SPpropertygroup.com)

If a complaint is made verbally, we will invite you to confirm the details in writing at your earliest opportunity, otherwise we will provide a written summary of our understanding of the complaint:

Any complaint should contain the following information;

- Your name
  - Your contact details
  - Property or client your complaint relates to
  - Full details of the complaint
2. Once the complaint has been made, Noel will acknowledge receipt within 3 working days. We will then investigate it thoroughly and respond fully within 15 working days to confirm the findings of the investigation and any actions that will be taken as a result.

3. If you remain dissatisfied with the outcome of your complaint, you can refer it to our Managing Director, Jo Eccles at the above postal address or by e-mail:

[jo.eccles@SPpropertygroup.com](mailto:jo.eccles@SPpropertygroup.com)

Jo Eccles will acknowledge receipt of your complaint within 3 working days and will carry out her own investigation (which may include a face to face meeting) and respond within 10 working days to confirm her findings and any further actions that will be taken as a result.

We will endeavour to resolve the matter as quickly as possible to the satisfaction of all parties. If you are still not satisfied after the last stage of our in-house complaints procedure (or more than 8 weeks has elapsed since your complaint was first made) then you can take the matter up with The Property Ombudsman without charge.

The Property Ombudsman  
Milford House  
43-55 Milford Street  
Salisbury  
Wiltshire  
SP1 2BP

Tel: 01722 333306

Fax: 01722 332296

[www.tpos.co.uk](http://www.tpos.co.uk) / [enquiries@tpos.co.uk](mailto:enquiries@tpos.co.uk)

4. Any referral to the TPO must be made within 6 months of the date of our final response to your complaint.

If requested, any complaint will be presented to your Landlord (Freeholder / RMC of your building) along with relevant documentation.

## Further Advice

It may be appropriate for you to take independent advice from organisations such as the Citizens Advice Bureau or LEASE and we would be happy to provide details if required.