

## Block Management Complaints Handling Procedure

We are members of The Property Ombudsman (TPO) and Associates members of the Association of Residential Managing Agents (ARMA) 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

A special procedure applies to complaints about insurance that we have arranged for you.

## Formal Complaints Handling Process

1. In the first instance, please contact Alice Duggan in writing at the following address.

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

[alice.duggan@SPpropertygroup.com](mailto:alice.duggan@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, Alice 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.

SP Property Group Limited is an Appointed Representative of Clear Insurance Management Ltd. Which is Authorised and Regulated by the Financial Conduct Authority number 307982 in relation to insurance distribution activities only.

202 Fulham Road, Chelsea, London SW10 9PJ | T: +44 (0)20 7244 4485 | W: [www.SPpropertygroup.com](http://www.SPpropertygroup.com)

SP Property Group Ltd Registered in England No: 06006478 Registered Office: 55 Lyford Road, London SW18 3JJ VAT: 891 1879 82



3. If you remain dissatisfied with the outcome of your complaint, you can refer it to our Head of Block Management, Stephen Britton at the above postal address or by e-mail:

[stephen.britton@SPpropertygroup.com](mailto:stephen.britton@SPpropertygroup.com)

Stephen will acknowledge receipt of your complaint within 3 working days and will carry out his own investigation and respond within 10 working days to confirm his findings and any further actions that will be taken as a result.

4. If the complaint remains unresolved after Stephen's review, the matter can then be referred to Jo Eccles our Managing Director. She can be contacted at the above postal address or by email:

[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)

5. 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.

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## Our Insurance Complaints Procedure

If your complaint relates to an insurance policy, it is subject to a different process.

SP Property Group Limited is an Appointed Representative of Clear Insurance Management Ltd (*Clear*), and Clear will handle your complaint. If you wish to register an insurance complaint or request a copy of the complaints procedure, please contact us.

## How Can You Make A Complaint?

If you wish to register a complaint or request a copy of our complaints procedure, please contact Clear Insurance Management Ltd:

In writing to:	Clear Insurance Management Limited, 1 Great Tower Street, London, EC3R 5AA
By phone:	020 7280 3450 (charged at a national rate)
Email:	complaints@thecleargroup.com

In the unlikely event you cannot settle your complaint with us directly, you may be entitled to refer it to the Financial Ombudsman Service (FOS). You can find out more about this by visiting the FOS web site at [www.financial-ombudsman.org.uk](http://www.financial-ombudsman.org.uk).

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