SPH PROPERTY SOURCING - IN-HOUSE COMPLAINTS PROCEDURE

We are committed to providing a professional service to all our clients. When something goes wrong, we need you to tell us about it. This will help us to improve our standards.

If you have a complaint, please put it in writing, including as much detail as possible. We have eight weeks to consider your complaint. If we have not resolved it within this time you may refer your complaint to Property Redress.

Email: contact@sphps.co.uk

Post: Data Protection Officer, SPH Property Sourcing Limited, c/o Gisela Sharpe, 16 Lincoln Gardens, Twyford, Berkshire RG10 9HU

What will happen next?

- We will send you a letter acknowledging receipt of your complaint within three working days of receiving it, enclosing a copy of this procedure.
- We will then investigate your complaint. We will review your file and speak to the member of staff who dealt with you. A formal written outcome of our investigation will be sent to you within 15 working days of sending the acknowledgement letter.
- If, at this stage, you are still not satisfied, you should contact us again and we will arrange for a separate review to take place by another member of staff.
- We will write to you within 15 working days of receiving your request for a review, confirming our final viewpoint on the matter.

If you remain dissatisfied, you can then contact Property Redress to request an independent review. The Property Redress, a government approved redress scheme who resolve complaints is free to use for those making a complaint.

Learn more by visiting their website: www.propertyredress.co.uk/consumer

To raise a complaint, please complete the complaint form or contact the Property Redress directly by email, complaints@propertyredress.co.uk or post to the following address:

Property Redress
Limelight
1st Floor
Studio 3
Elstree Way
Borehamwood
WD6 1JH

Please note the following:

You will need to submit your complaint to Property Redress within twelve months of receiving our final viewpoint letter, including any evidence to support your case.

Property Redress requires that all complaints are addressed through this in-house complaints procedure, before being submitted for an independent review.