

## In-House Complaints Procedure

We are committed to providing you with the highest level of service possible, but sometimes, things can go wrong. By letting us know when you have a problem, we can work with you to understand what's happened and put it right. This easy-to-use guide tells you how to make us aware of your views so that we can address any concerns you may have, quickly and professionally.

### How do I report a complaint?

If you wish to raise a formal complaint, this can be done in writing either to our branch address 137 Shaw Heath, Stockport, SK2 6QZ or via email to the below email addresses depending on which department you have been dealing with:

Lettings – [lettings@spencerharvey.co.uk](mailto:lettings@spencerharvey.co.uk)

Property Management – [pm@spencerharvey.co.uk](mailto:pm@spencerharvey.co.uk)

Sales – [sales@spencerharvey.co.uk](mailto:sales@spencerharvey.co.uk)

Please include as much detail as possible in your complaint, we will then respond within the timeframes set out below. (If you feel we have not sought to address your complaints within eight weeks, you may be able to refer your complaint to The Property Ombudsman without our final viewpoint on the matter)

### What happens next?

- You will receive a response acknowledging receipt of your complaint within 3 working days of the complaint being received indicating who will be investigating your complaint and receive a copy of this procedure.
- Your complaint will be investigated by a senior member of the relevant department, who will collate as much information as possible and liaise with the various departments involved to establish all the facts.
- Send a detailed response within fifteen working days, informing you of the outcome and ask if the suggested resolution is satisfactory. If we need more time to resolve your concerns however, you will receive a written explanation for the delay.

All complaints are kept confidential and will be dealt with in a fair and unbiased way. If we do not hear from you within four weeks of our response, we will assume the matter has been resolved and the complaint will be closed.

### What if I am still unhappy?

After receiving our response, if you feel your complaint has not been fully addressed, please let us know and we will aim to resolve the matter for you.

- Your concerns will be acknowledged within three working days of receipt and your complaint will be passed to an alternative, more senior member of staff for consideration.
- Where possible, a final response will then be issued within fifteen working days. If we are unable to respond to you within this timescale, we will contact you to let you know when we anticipate a resolution and inform you of your right to appeal to a third party.

If you are still not satisfied with the outcome, we would advise you to contact our independent redress scheme, The Property Ombudsman who will conduct an independent review.

They can be contacted at the below details:

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

01722 333 306

[admin@tpos.co.uk](mailto:admin@tpos.co.uk)

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

You will need to submit your complaint to The Property Ombudsman within 12 months of receiving our final viewpoint letter, including any evidence to support your case.