

A message from *Spencer.*

SPENCERS COMPLAINTS PROCEDURE

As a licensed member of the National Association of Estate Agents, ARLA, and the Property Ombudsman, any complaints shall follow the following process;

- A) Complaints will initially be dealt with by the head of department concerned. Following the receipt of an initial complaint, which may be made orally, any complainant, will then be asked to submit a written summary of the nature of the complaint, if it is not satisfied.
- B) All written complaints will be referred to Miss Nicola Spencer MNAEA MARLA and should be addressed to 469 Ecclesall Road Sheffield S11 8PP.
- C) We will send you written acknowledgment of the receipt of your complaint within three working days of receiving it, enclosing a copy of this procedure.
- D) We will then investigate your complaint. This will normally be dealt with by the Managing Director who 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 receipt of the original complaint.
- E) If you are still not satisfied with our final viewpoint (or more than 8 weeks has elapsed since the complaint was first made) you can request an independent review from The Property Ombudsman without charge.
- F) Spencers Agents Limited are members of the Property Ombudsman, as well as the National Association of Estate Agents and ARLA, who would investigate your complaint further should the need arise. They can be contacted at The Property Ombudsman, 55 Milford St, Salisbury SP1 2BP 01722 333306 admin@tpos.co.uk
- G) You will need to submit your complaint to The Property Ombudsman within 12 months from the date of our final viewpoint, including any evidence to support your case. The Property Ombudsman requires that all complaints are addressed through this in-house complaint procedure, before being submitted for an independent review.

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