

Information for Customers

spicerhaart is a member of The Property Ombudsman (TPOS) and we aim to provide the highest standards of service to all our customers. To ensure that your interests are safeguarded, we have a Complaints Process in place.

The aim of this process is to resolve any issues or concerns as quickly as possible, although in the majority of cases we hope that matters such as these are resolved at Branch level.

Stage One- Branch Manager

All complaints should, in the first instance, be directed to the Manager of the Branch you have been dealing with. He or she will endeavour to resolve your complaint immediately, and no later than 5 working days of the first notification.

Stage Two- Divisional Sales Manager/Director

If you remain dissatisfied, you may then further your complaint, which must be in writing, to the Divisional Sales Manager or Director responsible for the Branch in question. You must write to them within one month of receiving the Branch response. The Branch manager can supply you with the details of the appropriate person.

The DSM/DSD will acknowledge your complaint within three working days of receipt of your letter and provide you with a full written response within 15 working days.

Stage Three- Customer Relations Manager

If you remain dissatisfied, you may address your concerns, in writing, to the Customer Relations Manager (CRM) within one month of the response from the DSM/DSD. Your letter will be acknowledged within three working days of receipt and you will be provided with a final view written response on behalf of the Company within 15 working days of receipt of your letter. spicerhaart's Customer Relations Manager is;

Miss Sarah Clark
spicerhaart
73 High Street
Burnham
Bucks
SL1 7JX

Stage Four- The Property Ombudsman

After you have received a response from the Customer Relations Manager, you may approach the Ombudsman if you are not satisfied with the response given. Details of how to do this are contained within the final viewpoint letter, TPOS's Consumer Guide, or online at www.tpos.co.uk. Please note that you must do so within six months of the date of the final letter. TPOS will not consider your complaint until our internal complaints process is exhausted.