



Complaints Procedure

If you have a complaint this sets out the procedure, which we will follow in dealing with that complaint.

Informal/Verbal Complaint

1. Should the need arise a member of staff, usually the Branch Manager, has been appointed in each of our offices resolve any informal complaint relating to Residential Lettings and Property Management.

Formal Complaint

2. Should your complaint be more serious you will be requested to send a written summary of your complaint to the branch so it can be investigated properly.
3. Once we have received your written summary we will contact you in writing within seven days to inform you of what action is to be taken, either to resolve the matter or to let you know what is underway to bring the complaint to a close
4. Should your complaint not be satisfied at branch level you are asked to write to the **Customer Relations Manager** at Spicerhaart Residential Lettings, 32-34 High Street, Sutton, Surrey, SM1 1HF who will immediately log your complaint and pass it to the appropriate Regional Lettings Partner responsible for the branch. The issues raised will be further investigated in order to bring them to a conclusion.
5. If you remain dissatisfied with any aspect of our handling of your complaint, then please write to the Managing Director of Spicerhaart Residential Lettings, who, after the above process has been completed, will take it up on your behalf.

Andrew Berry
Managing Director
Spicerhaart Residential Lettings
1st Floor, 32-34 High Street
Sutton,
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