

Complaints Procedure

In the first instance you should try speaking informally with the employee or operative, clearly setting out the issues as you see them. If you are unhappy with this outcome you should put your complaint in writing to:

The Managing Director
SPL Property Management LLP
Unit 6 Fleetsbridge Business Centre
Upton Road
Poole
BH17 7AF

Email: info@splmanagement.co.uk

It would be useful if any issues could be succinctly bullet pointed and then expanded as necessary. Please also include details of the desired outcome of your complaint. We will acknowledge receipt of your letter or email and following an internal investigation will reply in writing within 21 days.

If following this letter you are still not satisfied you have a further option available. We have an open door policy here at SPL and will arrange an appointment at our offices to meet with the directors and any employees involved.

In addition, we are members of Property Redress Scheme. If you are still not satisfied after the last stage of the in-house complaint procedure (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. Their contact details are:

Property Redress Scheme
Premiere House
1st Floor
Elstree Way
Borehamwood
WD6 1JH

Phone: 0333 321 9418

Email: info@theprs.co.uk

Web: <https://www.theprs.co.uk/>