

Complaints Handling Procedure Re South Park Property Management

This document is for any customer whether it be a landlord or tenant who is disappointed with our service. Here at South Park Property Management, we pride ourselves on delivering the best quality service to both our landlords and tenants.

If you feel disappointed with our service, we would like to first of all apologise and secondly, work together to put this right.

As per Section 7 of our Terms and Conditions Page which can be located on <https://sppmanagement.co.uk/>.

A copy of our complaints handling procedure may be obtained on request. Step by Step complaints Procedure:

- 1) Initial Compliant – This can be done through our email at info@sppmanagament.co.uk.
- 2) The compliant will be acknowledged within 3 days and confirmation will be sent to confirm acknowledgement.
- 3) Investigation: Once received, please allow us 15 days to get respond to you. This allows us to carry out a full review of the compliant.
- 4) Outcome: In our response, we aim to come up with a solution that will satisfy you and resolve the issue. 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.
- 5) Please note if you are not satisfied with our response, you have 12 months to refer the complaint to The Property Ombudsman.

Please see TPO contact details below:

- 01722 333 306
- admin@tpos.co.uk