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T: +44 (0) 20 7474 3636
E: mail@spencer-james.co.uk
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SPENCER JAMES
RESIDENTIAL

# Complaints Procedure

We are committed to providing a professional service to all our clients and customers. If things go wrong, please tell us. It helps us put things right quickly and improve our service.

You can complain by letter, by email, by phone or in person. If you tell us by phone or in person, we will record your complaint and confirm it to you in writing. The whole process should take no longer than 8 weeks.

### Stage 1 — Your complaint

Please address your complaint to our complaints officer, Andreas Panteli, at 8a Hartlepool Court, London E16 2RL, or email mail@spencer-james.co.uk.

If your complaint is about Andreas Panteli, please address it to Jovanna Pinto. Include as much detail as you can: dates, the names of any staff you dealt with, and any supporting documents.

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### Stage 2 — Our acknowledgement

We will acknowledge your complaint in writing and start our in-house complaints procedure.

**Timescale**
Within 3 working days of receiving your complaint

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### Stage 3 — Our investigation

Andreas Panteli (or Jovanna Pinto, if the complaint is about Andreas) will investigate and send you a formal written response. It will address each point you raise and propose a resolution where appropriate.

**Timescale**
Within 15 working days of receiving your complaint

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### Stage 4 — Final review

If you remain unhappy, you can ask for a final review. Our Director, James Bisset, will review your complaint afresh and send you our final viewpoint letter, setting out our final position and any resolution we propose. If your complaint is about James Bisset, the review is carried out by Andreas Panteli.

**Timescale**
Within 15 working days of receiving your request for a review

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### Stage 5 — The Property Ombudsman

If you remain dissatisfied after our final viewpoint letter, you can refer your complaint to:

**The Property Ombudsman,** Milford House, 43–55 Milford Street, Salisbury SP1 2BP · 01722 333306 · www.tpos.co.uk · admin@tpos.co.uk

**Timescale**
Within 12 months of the date of our final viewpoint letter

**If we have not resolved your complaint within 8 weeks of when you first made it, you can refer it to the Ombudsman without waiting for our final viewpoint letter.**

Complaints about how we use your personal data: please contact our Data Protection Officer, James Bisset, at mail@spencer-james.co.uk. We will acknowledge your complaint within 30 days and respond without undue delay. You can also complain to the Information Commissioner's Office: www.ico.org.uk · 0303 123 1113.

*There is no charge for making a complaint, and using the Ombudsman is free.*

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