



A message from *Spencer.*

The Estate Agent

SPENCERS COMPLAINTS PROCEDURE

As a licensed member of the National Association of Estate Agents, ARLA, and the Property Ombudsman, any complaints shall follow the following process;

- A) Complaints will initially be dealt with by the head of department concerned. Following the receipt of an initial complaint, which may be made orally, any complainant, will then be asked to submit a written summary of the nature of the complaint, if it is not satisfied.
- B) All written complaints will be referred to Miss Nicola Spencer MNAEA MARLA and should be addressed to 469 Ecclesall Road Sheffield S11 8PP.
- C) The company will commit to acknowledge promptly the written summary, and within 21 days a formal written response will be sent from the company informing the complainant of the outcome of the internal investigation, and any actions, which are to be taken.
- D) Following the conclusion of the review, a final written statement or offer as to further action intended to satisfy the complainant will be sent. In the event that the above procedure fails to deal with the complainant's issues satisfactorily, the complainant will be provided with the company's redress procedure.
- E) Spencers Agents Limited are members of the Property Ombudsman, as well as the National Association of Estate Agents and ARLA, who would investigate your complaint further should the need arise. They can be contacted at 55 Milford St, Salisbury SP1 2BP and Arbon House, 6 Tournament Court, Edgehill Drive, Warwick, CV34 6LG



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