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## Complaints handling procedure for website

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### **What is the complaints handling procedure?**

This Complaints Handling Procedure is the process for addressing issues that arise when our customers/clients feel their expectations of SPM are not met.

It sets out a way of dealing with complaints in a professional, consistent and reliable way. We take complaints seriously, as it's an important way to improve our service.

### **How do I complain?**

Complaints about SPM can be lodged in writing, by email, over the phone or through the contacts page on our website.

### **How is my complaint recorded?**

Every complaint is logged on our in house database system.

Any personal information collected while a complaint is logged is confidential, and will only be used to help resolve that complaint.

### **What happens after my complaint is received?**

After a complaint is received and logged it will be addressed by the relevant department/property manager.

All reasonable efforts will be made to resolve all complaints as quickly as possible.

### **What happens if I'm not satisfied with the response?**

If you are unhappy with the outcome and do not believe that the resolution offered to you is fair and reasonable, you have the right to escalate the complaint by asking to speak with someone of higher authority.

### **Will my complaint make a difference?**

This Complaints Handling Procedure provides a way to not only address individual concerns, but also explore common themes and patterns of complaint. This contributes to a broader understanding of the performance of our company and therefore how it can be improved.

### **Making a Suggestion/Compliment**

It's always good to get feedback on how well we do things as well as feedback on how we could improve. If you would like to suggest a way SPM could do a better job for its customers, or if you have received exceptional service from SPM or from a particular individual, please let us know. To make a suggestion or pay compliments simply go to our contact details page on our website

### **Service Level Commitment:**

SPM aim to resolve most issues within five working days of receiving your complaint. Some matters are more complex and can take a little longer to resolve. If that is the case, we will keep you informed of our progress.

### **Some important points:**

- Someone else may make a complaint on your behalf, however it may still be necessary for SPM to contact you directly.
- If you are experiencing difficulty expressing your complaint, you may seek our assistance.
- If you make an anonymous complaint, our capacity to enquire into the issue may be limited.
- Whilst all attempts will be made to protect your identity, your identity may become apparent during the course of the inquiry.