

# COMPLAINTS PROCEDURE



Sparrows Properties strives to ensure that the process of buying, selling and letting is as smooth as possible. However, in what can be a stressful transaction, occasionally things may not always go according to plan. With this in mind, we have a rigorous process to ensure any grievances that may arise are resolved as quickly as possible.

The Sparrows Properties team take customer satisfaction very seriously and we will endeavour to resolve the issue immediately and professionally.

## Speak to your Consultant or Team Member

If your complaint relates to an issue with how your sale or let has been handled, or relates to the property management department and the way in which your tenancy has been dealt with, we would encourage you to formally speak with the team member you have been dealing with in order to resolve any problems or queries involving the people who know you and your transaction best.

## Escalate to Client Care Team

If you feel that your complaint has not been dealt with/resolved to your satisfaction and are unhappy with the response received by the team member, we'd like to know about it, so that we can ensure it is resolved in a timely manner. Please write (by letter or email) outlining the specific details of your complaint to:

Client Care Team  
Sparrows Properties  
Riverbank House  
1 Putney Bridge Approach  
Fulham SW6 3BQ

Email: [clientcare@sparrows.properties](mailto:clientcare@sparrows.properties)

On receipt of your letter of complaint, the Client Care Team will acknowledge your letter within three working days. We will then investigate and respond to you within 15 working days from the date of receipt of your written complaint.

## Escalate to Managing Director

If you remain dissatisfied by the way your complaint has been handled, or the response received, a Final Review can be conducted by the Managing Director. To request a Final

Review of your complaint, please write (by post or email) to the Client Care Team highlighting the areas you feel have not been resolved.

The director will acknowledge your letter or email within three working days. A full review of your complaint will be undertaken, and an investigation will be carried out into the issues raised within your complaint and the grounds for escalation. Within 15 working days a formal response will be provided confirming the final viewpoint on the matter.

## Refer the matter to The Property Ombudsman

We genuinely hope that all concerns can be settled amicably between us. However, if you remain dissatisfied you may seek redress through The Property Ombudsman, who provides a free, independent service for dealing with unresolved disputes.

Please note The Property Ombudsman will not consider your complaint until you have exhausted our internal procedure. It is also important to note any referral to The Property Ombudsman must be made within 12 months of the date of our Final Viewpoint letter.

Their details are as follows:  
The Property Ombudsman,  
Milford House,  
43-55 Milford Street,  
Salisbury,  
Wiltshire SP1 2BP  
[www.tpos.co.uk](http://www.tpos.co.uk)

Should you wish to discuss your complaint at any stage of the process, please call **02036171994** and ask for the Client Care Team.

02036171994  
[clientcare@sparrows.properties](mailto:clientcare@sparrows.properties)  
[www.sparrows.properties](http://www.sparrows.properties)



As members of the Property Ombudsman, we abide by the Property Ombudsman code of practice. Should you have a registered complaint, you also agree that we may disclose your details to the Property Ombudsman should they require them in their monitoring of our compliance with the Property Ombudsman Code of Practice.  
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