

FOR PROPERTY INVENTORY REPORTS CONDUCTED BY S.R.P. INVENTORIES

Our aim

We aim to deliver a top-rate service and as such are committed to doing everything possible to make sure our clients are satisfied within the guidelines set out by our terms and conditions of business and our insurance.

If you feel that we have in any way fallen short of these standards, and you wish to make a complaint, then you are welcome to do so.

About our complaints procedure

Our complaints procedure has the following aims:

- To deal with complaints fairly, effectively and efficiently
- To make sure that all complaints are handled consistently
- To boost client satisfaction
- To help us improve our service

Who can complain?

Anyone who:

- Has received a service from S.R.P. Inventories directly
- Has received a service from S.R.P. Inventories via a third party and has already attempted to resolve the issue via the third party
- Is caring for or legally representing someone who has received a service from S.R.P. Inventories

How to complain

Please contact us in writing by sending an email to **info@srpinventories.co.uk**.

Please include the following information so that we can make every effort to resolve the issue swiftly:

- The address of the property concerned
- The date of the inspection
- The type of inspection undertaken
- A brief explanation of your complaint, including the reasons why you were not satisfied with our service
- Any evidence or material in support of your complaint
- An indication of how you would like us to resolve the issue

We ask that you notify us of any complaint **within 48 hours** of receiving your inventory report.

Unit 6 The Forum, Hanworth Lane
Chertsey, Surrey KT16 9JX

Tel: 0203 670 6600

Email: info@srpinventories.co.uk

Website: www.srpinventories.co.uk

If you booked your inspection via a third party such as a letting agent, then you should contact them in the first instance before getting in touch with us.

If you remain unsatisfied with the resolution offered by the third party then you are welcome to contact us using the above procedure. This should be done **within 48 hours** of receiving your response from the third party.

How and when you can expect us to respond

On receipt of your email we will acknowledge your complaint **within 3 days**.

We will then carry out a full investigation of the issue(s) you have raised. You can expect a response and / or a resolution by email **within 10 days**.

If for any reason we are unable to stick to these timescales then we will contact you to provide an explanation for the delay, along with an estimate of when you can expect to receive a full response and / or resolution to your complaint.


Following our final response and / or resolution, we will consider the complaint closed and will reserve the right not to enter into any further correspondence.

If you are still not satisfied

If you remain unsatisfied with our final response, or the resolution itself, then your next step is to escalate the complaint to our senior complaints handler, Paul Cassar.

Your complaint must be escalated **within 30 days** of the date of the property inspection in question.

Your complaint, our response and the resolution offered will be fully reviewed and you will be notified of the findings **within 14 days** of the matter being escalated.



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