

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

Our aim

We aim to deliver a first-rate service and as such are committed to doing everything possible to ensure satisfaction within the guidelines set out by our terms and conditions of business and our insurance.

If you feel that we've fallen short of these standards, please let us know by following the steps outlined below.

About the role of SRP Inventories

Our role is to document the visual condition of a property impartially at the time of the inspection. We do not act on behalf of landlords, tenants or managing agents, nor do we make or influence decisions regarding deposit deductions or tenancy disputes.

Our reports are not intended as structural, technical, electrical, plumbing or specialist surveys.

Our Property Inspectors are not surveyors or qualified tradespeople. All descriptions within our reports are for identification purposes only and do not represent confirmation of functionality, compliance or safety.

About our complaints procedure

Our complaints procedure has the following aims:

- To handle complaints fairly, effectively and efficiently
- To provide a clear process for raising and resolving concerns
- To support constructive resolution and help clarify the limits of our service
- To identify opportunities for service improvement where appropriate

Who can complain?

We will accept a complaint from anyone who has received a service **directly** from S.R.P. Inventories. If you did not instruct us directly, then you should refer any complaint to the party through which you made your original booking.

We will also accept a complaint from any **tenant** who is the subject of a report we have produced.

However, please note that we can only address concerns relating to the report or service provided by S.R.P Inventories. We cannot assist with tenancy disputes, deposit-related negotiations or queries, landlord/tenant legal rights, administrative issues, or any other landlord/tenant-related matters. These all fall under the responsibility of the managing agent or landlord, and should as such be referred to the relevant party.

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

Tel: 0203 670 6600

Email: info@srpinventories.co.uk

Website: www.srpinventories.co.uk

Before you submit a complaint

We understand that inspection reports can sometimes raise questions, especially when tenancy disputes are involved. To help avoid any confusion, we ask that you take a moment to read the disclaimers and terms included within your report.

These explain the scope and limitations of our role, including things like missed items, visual-only checks, required response timescales, and the fact that decisions about deposit deductions rest solely with the party returning the deposit.

Taking a moment to review the above before getting in touch may help clarify the issue and ensure that your complaint falls within the scope of our terms and conditions, as well as allowing us to support you more efficiently.

How to complain

If you wish to raise an issue, please contact us in writing by sending an email to **info@srpinventories.co.uk**.

To help us review your concerns swiftly and fairly, please include the following information:

- The address of the property concerned
- The date and type of the inspection (e.g. inventory, check-in, check-out)
- A brief explanation of the complaint and the reason you were dissatisfied
- Any relevant supporting evidence or documentation
- 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 property inspection report.

Reminder: If you booked your inspection via a third party (e.g. you are a landlord who booked through a managing agent), please refer your complaint to that party. Unless you are a tenant with a report-based or service-related issue, we are unable to deal with enquiries from anyone who did not instruct us directly.

How and when you can expect us to respond

We will acknowledge your complaint within **3 working days** of receiving it.

A full investigation will then be carried out by a senior member of the SRP team. You can normally expect a detailed response and/or resolution by email within **10 working days**.

If for any reason we are unable to meet these timescales, we will provide an explanation for the delay, plus an estimate of when you can expect to receive a full response.

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Following our final response and/or resolution, we will consider the matter closed unless any new information comes to light.

If you are still not satisfied

If you remain unsatisfied with our final response or the resolution offered, then your next step is to escalate the complaint to our senior complaints handler at feedback@srpinventories.co.uk.

If you'd like to escalate a complaint, please do so **within 30 days** of the property inspection date.

The full 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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