

Complaints Procedure – Spartan Property Services Ltd

Last Updated: October 2025

At Spartan Property Services Ltd, we are committed to providing a high standard of service. However, we understand that occasionally issues may arise. This document outlines how you can make a complaint and how we will respond.

1. How to Make a Complaint

If you are dissatisfied with any aspect of our service, please raise your concern with us as soon as possible. You can contact us in the following ways:

Email: info@spartan.co.uk

Phone: 020 8514 5355

Address: 325 Ley Street, Ilford, IG1 4AA

Please provide as much detail as possible so that we can fully understand your concerns.

2. Acknowledgement of Complaint

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

3. Investigation and Response

Your complaint will be investigated by a senior member of staff who was not directly involved in the matter.

We aim to provide a full written response within 15 working days. If the matter is complex and requires more time, we will inform you of the expected timescale.

4. If You Are Not Satisfied

If you are not satisfied with our final response, you may refer your complaint to the relevant independent redress scheme. We will provide details of the appropriate redress body in our final

response letter.

5. Record Keeping

We maintain a record of all complaints to help us monitor and improve our service.

Thank you for giving us the opportunity to resolve your concerns.

Spartan Property Services Ltd

325 Ley Street, Ilford, IG1 4AA