

## **SPC Overseas Realty S.L. : Internal Complaints Procedure**

SPC Overseas Realty S.L. aims to provide a professional service to the highest level of customer satisfaction. If for any reason you are not completely happy with our service, or in the event of any dispute, we are committed to handling your complaint fairly and effectively, in accordance with the procedure set out below.

Our objective is to resolve complaints internally whenever possible, and at the earliest opportunity. For your added assurance SPC Overseas Realty SL is a member of the Association of International Property Professionals (AIPP), and if you are not satisfied with the outcome of your complaint to us, you may refer your complaint to the AIPP's Dispute Resolution or Disciplinary Procedure.

### **How to make a complaint**

If you should have any complaint about your dealings with SPC Overseas Realty SL please write to us at [complaints@spc-overseas.com](mailto:complaints@spc-overseas.com) or Plaza los Faroles, Portal 2, Planta 1, Puerta 2, 29670 San Pedro de Alcantara, Malaga Spain detailing the precise nature of your complaint.

### **How we will deal with your complaint**

1. Your complaint will be passed to the company director who will confirm receipt of this within 48 hours. He will take full ownership of the complaint and you will be provided with his name and contact details. The director will take ownership of the complaint and will correspond with you directly.
2. The director will investigate the complaint competently and diligently, assessing:
  - the subject matter of the complaint;
  - whether there has been any failure in our service to you;
  - what remedial action or redress (or both) may be appropriate.

The director handling the investigation will attempt to resolve the complaint with you directly, and within a period of 14 days. He will have authority to settle complaints directly (including the offering of redress where appropriate).

3. If the director cannot resolve the complaint within 14 days, he will write to you to request a further 14 day period in which he will continue to seek a resolution to the matter. If you do not agree to this, or if following a further 14 days the director has not been successful in resolving your complaint, you may refer your complaint to the AIPP.
4. Within four weeks of receiving your complaint we will send you either:
  - a) a final response letter, in which we will inform you of the outcome of our investigation. This letter will detail the nature of any offer of remedial action or redress which we may consider to be appropriate, or alternatively, our reasons for declining to offer any such settlement. At that time we will also inform you that, if you remain dissatisfied you may refer your complaint to the AIPP.

or:

- b) a written response, explaining why we are not yet in a position to resolve the complaint and indicating when we will make further contact. We will also inform you that you may take your complaint to the AIPP if you are not in agreement with us extending the timeframe for our internal investigation of your complaint.

If it is decided that redress is appropriate, any redress offered and accepted will be in full and final settlement.

### **Raising your complaint to AIPP**

If your complaint has not been resolved via our internal complaints procedure, you may raise your complaint to AIPP using either their Dispute Resolution Procedure (for complaints that are about a dispute) or Disciplinary Procedure (for complaints that we have not acted in accordance with the AIPP's Code of Conduct).

More details are available at [www.aipp.org.uk](http://www.aipp.org.uk) or by contacting AIPP:

Association of International Property Professionals Ltd  
St Clements House  
27-28 Clements Lane  
London EC4N 7AE

Tel: +44 (0)20 3207 9095  
Email: [enquiries@aipp.org.uk](mailto:enquiries@aipp.org.uk)