

## **HOW A COMPLAINT CAN BE MADE**

If you are unhappy with the service we have provided, you should first think about communicating with the staff member or staff members you have been working with directly. If this makes you uncomfortable or you believe the appropriate staff person is unable to handle your issues, you can contact us by phone, email, or in writing to file a complaint.

Director – Emma Kelly

C/O HMB Accountants, 18a Manor Way, Belasis Hall Technology Park, Billingham, TS23 4HN

Phone: 01642 638000 | Email: emma@harperandcoestateagents.co.uk

If we receive your complaint verbally and we consider it appropriate, we may ask you to put your complaint in writing.

## **WHAT HAPPENS NEXT?**

After receiving your complaint, we'll:

- Within three working days, we will send you a written acknowledgement of your complaint, in which we will identify the person in charge of looking into the issues you raised.
- Investigate your complaint by gathering as much information as you can and coordinating with the relevant agencies to acquire all the facts.
- Within fifteen working days, send a thorough reply informing you of the conclusion. However, if we require extra time to address your issues, you will receive a documented justification for the delay.

## **STILL NOT HAPPY?**

- Please let us know if you feel that your issue has not been adequately handled after getting our response. We will then forward your complaint to a different, more senior member of staff for review.
- We'll try to provide a concluding response in fifteen working days.
- If you're still not happy with the result, we suggest contacting our property redress scheme and asking for an independent review.

### **Individual Redress Program:**

The following must take place prior to filing a complaint with the independent redress scheme:

- You have given our internal complaints procedure a written complaint and given a minimum of 8 weeks for a response.
- Within six months of your previous correspondence, you must file a complaint with the Property Redress Scheme if you have not heard from the company after eight weeks or are dissatisfied with the response you have received.

Property Redress Scheme  
Premiere House,  
1st Floor,  
Elstree Way,  
Borehamwood,  
WD6 1JH

Phone: 0333 321 9418 | Email: [info@theprs.co.uk](mailto:info@theprs.co.uk)