

HARPER & CO

Complaints Procedure

Updated September 2026

Harper & Co Estate Agents Ltd is committed to providing a professional, fair and responsive service. If something goes wrong, we want the opportunity to investigate and put matters right where appropriate.

How to make a complaint

You can make a complaint by email, telephone, in person or in writing. Formal complaints should be addressed to a Director, Harper & Co Estate Agents Ltd, Office 5, Progress House, Fudan Way, Thornaby, Stockton-on-Tees, TS17 6EN. Telephone: 01642 638000. Email: emma@harperandcoestateagents.co.uk.

If you are unable to put your complaint in writing, please tell us and we will provide reasonable assistance and confirm the complaint in writing where appropriate.

Stage 1 - Acknowledgement and investigation

- We will acknowledge a formal complaint within three working days.
- A senior member of staff or Director will investigate the complaint, reviewing the relevant file, correspondence and information.
- We aim to provide a full written response within 15 working days of receiving the complaint. If additional time is genuinely required, we will explain the reason for the delay and keep you informed.

Stage 2 - Final review

If you remain dissatisfied, please tell us why and ask for a final review. Where possible, the review will be carried out by another Director or senior person who has not been directly involved in the matter. We aim to provide our final viewpoint in writing within 15 working days of receiving your request for a review.

Independent redress - Property Redress Scheme (PRS)

Our internal complaints procedure will not take longer than eight weeks from receipt of your formal complaint. If you remain dissatisfied after receiving our final response, or if eight weeks have passed since you made your written complaint without a satisfactory resolution, you may be able to refer the matter to the Property Redress Scheme (PRS) for independent review.

Property Redress Scheme (PRS). Telephone: 0333 321 9418. Email: info@theprs.co.uk. Website: www.theprs.co.uk.

PRS currently requires complainants to have followed the member's formal complaints process and allowed at least eight weeks for the member to resolve the complaint. A complaint must normally be made to PRS within six months of the last correspondence received from the member. PRS's current eligibility rules and timescales will apply.

No charge and no disadvantage

We do not charge for handling a complaint. A customer will not be treated unfairly or disadvantaged for making a complaint, and staff must not discourage anyone from using our complaints process or an applicable redress scheme.

Records and learning

We keep appropriate records of formal complaints, responses and outcomes. Complaints are reviewed to identify any training, service or process improvements.