



MAKING A COMPLAINT

We aim to provide the highest standards of service to all our customers. To ensure that your interests are safeguarded, we have robust procedures in place to handle both general service complaints and data protection concerns.

Our goal is to resolve all issues or concerns as quickly and amicably as possible at a branch level.

1. GENERAL SERVICE and PROPERTY COMPLAINTS

If your complaint relates to our property services, tenancy management, or general customer service, please use the following procedure:

How to complain:

Complaints should, in the first instance, be directed in writing to our Office Manager:

Contact: Mr Andrew Wagstaff

Address: Harlestone Property Ltd, Northampton Business Centre, Lower Harding Street, Northampton, NN1 2JL

Email: info@northamptonbusinesscentre.co.uk

Timeline & Escalation:

- Your letter will be acknowledged within **3 working days**.
- You will receive a formal response within **8 weeks** from the receipt of your letter.
- If you remain dissatisfied after receiving our Final Viewpoint letter, you may approach the **Property Redress Scheme (PRS)**. Details on how to do this will be included in our final response, or you can visit Property Redress Scheme website
- You must escalate your complaint to the PRS within 12 months of our Final Viewpoint letter. The PRS will not consider your complaint until our internal complaints procedure has been entirely exhausted.

2. DATA PROTECTION and PRIVACY COMPLAINTS (EFFECTIVE FROM 19 JUNE 2026)

If your complaint relates to how we handle your personal data, privacy rights, or breaches under the Data (Use and Access) Act 2025 / UK GDPR, please use the following procedure:

How to complain:

You can raise a data protection complaint through any of our standard contact methods (by post, email, phone, or in person). However, to ensure it is triaged correctly, we recommend directing it to our Data Representative:

Contact: Mr Andrew Wagstaff

Address: Harlestone Property Ltd, Northampton Business Centre, Lower Harding Street, Northampton, NN1 2JL

Email: info@northamptonbusinesscentre.co.uk

Timeline & Escalation:

- We will acknowledge your data protection complaint within **30 days** of receipt (as legally required).
- We will investigate your concerns without undue delay and keep you reasonably informed of our progress.
- We will notify you in writing of the final outcome and any remedial actions taken.
- If you are unhappy with our handling of your data complaint, or how it was investigated, you have the right to lodge a complaint directly with the **Information Commissioner's Office (ICO)**. You can contact them via their website at ico.org.uk or by calling 0303 123 1113.