

MAKING A COMPLAINT

We are a member of The Redress Scheme, and we aim to provide the highest standards of service to all our customers. To ensure that your interests are safeguarded we have the following complaints process in place.

The aim of this process is to resolve all customer issues or concerns as quickly as possible. In the majority of cases we hope that any issues can be resolved quickly and amicably to customers' satisfaction at branch level.

*Complaints should, in the first instance, be directed to **the office Manager, Mr Andrew Wagstaff**. You can address your concerns **in writing**. Once received, your letter will be acknowledged within 3 working days, and you will receive a response within 8 weeks from receipt of your letter.*

The address to write to is:

HARLESTONE PROPERTY LTD

To Andrew Wagstaff

Northampton business Centre, Lower Harding Street, Northampton, NN1 2JL

Or email: info@northamptonbusinesscentre.co.uk

If you still remain dissatisfied with the outcome of your complaint after dealing with the office manager, and once you have received a Final Viewpoint letter from Harlestone Property Ltd, you may approach the Property Redress Scheme.

Details of how to do this will be contained within the Final Viewpoint letter we send you as the final response to your complaint, or information can be found online at <https://www.theprs.co.uk/Complain> For your information:

- *You must make your complaint to the Property Redress Scheme within 12 months of the date of our Final Viewpoint letter.*
- *The Property Redress Scheme will not consider your complaint until our internal complaints procedure has been exhausted and you have received our Final Viewpoint letter.*

WE ARE MEMBERS OF:

