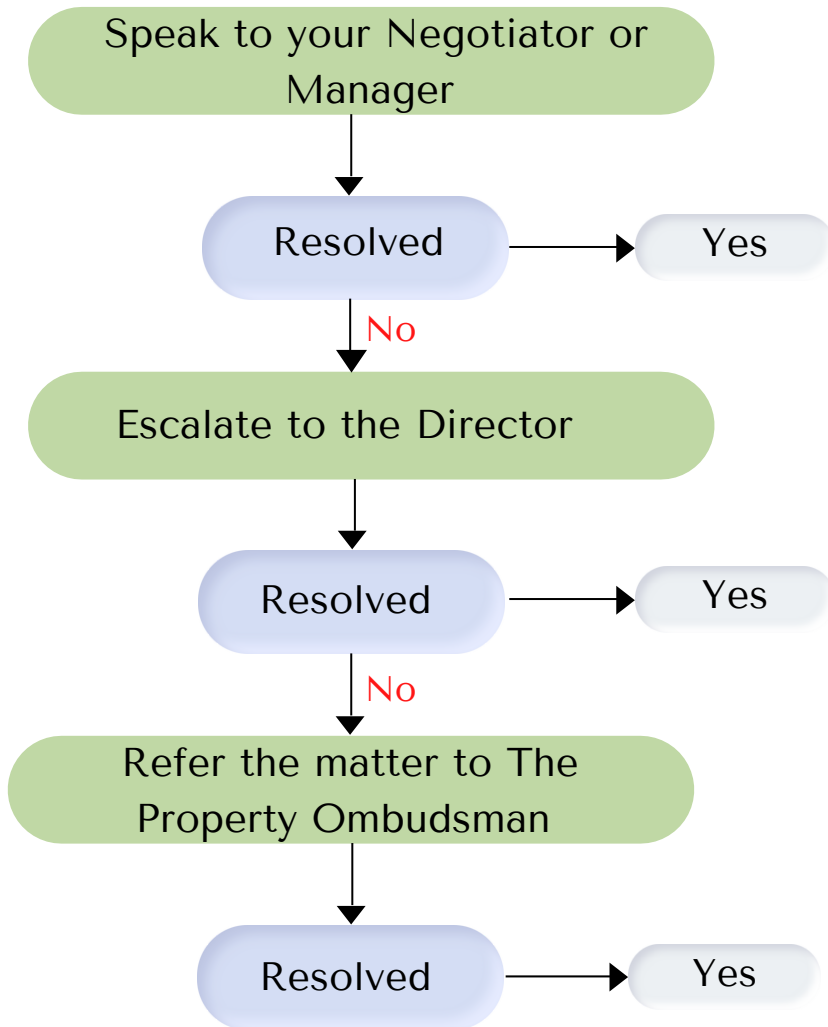


COMPLAINTS PROCEDURE



In order that your concerns are addressed as efficiently as possible we ask that you first raise them verbally with the manager of the office.

You can escalate your complaint by writing to the relevant Director. Your complaint will be acknowledged within three working days of receipt and an investigation undertaken. A formal written outcome of the investigation will be sent to you within fifteen working days.

Once the Director has investigated your complaint, Harvey Holland will send you a letter expressing our final view. This will include details of any offer we are willing to make. It will also advise you that you are entitled if you remain dissatisfied to refer the matter to The Property Ombudsman within twelve months for a review. Please note that the Property Ombudsman will only review complaints made by consumers.