



HARVEY HOLLAND

COMPLAINTS PROCEDURE

Speak to your Negotiator or Manager

Resolved

Yes

No

Escalate to the Director

Resolved

Yes

No

Refer the matter to The Property Ombudsman

Resolved

Yes

In the first instance you should write to the Manager of the office, giving full details of your complaint - this can be sent to Harvey Holland, 1-3 West Street, Chipping Norton, OX7 5LH. Once your complaint has been received, we will acknowledge receipt within 3 working days. An investigation will then be undertaken and you will receive a response to your complaint within 15 working days.

If you are not satisfied with the response given by the Manager, or the matter remains unresolved, you can escalate your complaint to the Director of our company. You can email them via gareth@harveyholland.com or write to them at the following address - Harvey Holland, 1-3 West Street, Chipping Norton, OX7 5LH. A final investigation will be undertaken at this point and a written response will be sent to you within 15 working days detailing our company's final viewpoint. The Property Ombudsman requires that any complaint should be addressed through our Complaints Procedure prior to being submitted to them for their independent review.

If you remain dissatisfied with our company's final viewpoint you can then refer your case to The Property Ombudsman for their review. Details of their complaints procedure and form can be found on their website www.tpos.co.uk along with their Code of Practice and Terms of Reference. Alternatively, you can call them on 01722 333 306 or write to them at the following address: The Property Ombudsman Scheme, Unit 159756, PO Box 7169, Poole, BH15 9EL. You have 12 months from the date of our company final viewpoint to refer the matter to The Property Ombudsman.

If you require any further details of the complaints procedure please do not hesitate to contact our Customer Relations Team on hello@harveyholland.com or 01608 698 884.