

# HarrisonRobinson

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Estate Agents

## IN-HOUSE COMPLAINTS PROCEDURE

We are committed to providing a professional service to all our clients and customers. When something goes wrong, we need you to tell us about it. This will help us to improve our standards and work with you to put it right.

### HOW TO REPORT A COMPLAINT

If you have a complaint, please put it in writing, including as much detail as possible. We will aim to resolve any issues straight away, however if this is not possible then your concerns will be escalated to our Assistant Manager and Director, who will investigate the matter.

### HOW TO CONTACT US

**Harrison Robinson Estate Agents  
126 Bolling Road**

**Ilkley**

**LS29 8PN**

**01943 968086**

[www.harrisonrobinson.co.uk](http://www.harrisonrobinson.co.uk)

[sarah@harrisonrobinson.co.uk](mailto:sarah@harrisonrobinson.co.uk)

### What will happen next?

- We will send you a letter acknowledging receipt of your complaint within three working days of receiving it, enclosing a copy of this procedure and outlining who will be responsible for investigating the issues raised.
- We will then investigate your complaint. This will normally be dealt with by the Director and Assistant Manager who will review your file and speak to the member of staff who dealt with you. A

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formal written outcome of our investigation will be sent to you within 15 working days of sending the acknowledgement letter. If more time is needed due to the complexity of the issue, we will inform you of the revised timeframe.

- All complaints are confidential and will be dealt with in a fair way. If we do not hear from you within 8 weeks of our response we will assume the matter has been resolved and the complaint will be closed.
- If you have any concerns in the meantime please do contact us.

If you remain dissatisfied, we would advise you to then contact The Property Ombudsman to request an independent review:

**The Property Ombudsman Ltd**  
**Milford House**  
**43-45 Milford Street**  
**Salisbury**  
**Wiltshire**  
**SP1 2BP**

**01722 333 306**

[www.tpos.co.uk](http://www.tpos.co.uk)

[admin@tpos.co.uk](mailto:admin@tpos.co.uk)

### **Please note the following:**

You will need to submit your complaint to The Property Ombudsman within twelve months of receiving our final correspondence letter, including any evidence to support your case.

The Property Ombudsman requires that all complaints are addressed through this in-house complaints procedure, before being submitted for an independent review.

**Policy Updated: December 2023**