

Harris Shields Collection

In-House Complaints Procedure

Harris Shields
Collection

Harris Shields Collection is committed to providing a professional service to all our clients and customers. On the odd occasion that our customers are not satisfied we need to know about it.

If you wish to complain, please advise us of the circumstances of your complaint in writing, including as much detail as possible. We will then respond as per the time frames set out below:

What happens next?

- § We will send you a letter acknowledging receipt of your complaint within three working days of receiving it, enclosing a copy of our complaints procedure.
- § Our Office Manager will then investigate your complaint. They will review your complaint, access your file and speak to the staff member/s who dealt with you. Within 28 days of sending our acknowledgement letter, we will send you a formal written reply detailing the outcome of our investigation.
- § If you remain dissatisfied, you should contact us again explaining why you remain dissatisfied. A senior member of staff will then undertake a separate review of your complaint and our response.
- § Within 28 days of receiving notice that you were not satisfied with our initial response, we will write to you with our final response.

Once you have exhausted our in-house complaints procedure and you remain dissatisfied, you may then contact The Property Ombudsman to request an independent review: You should do this within 12 months of receiving our final response.

The Property Ombudsman Ltd

3-55 Milford Street
Salisbury
Wiltshire
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