

Standard Procedure for Complaints Handling

This note sets out the procedure we will follow in dealing with any complaints.

1. If you have initially made your complaint verbally, whether face to face or via a telephone call, please also make it in writing or by email to complaints@howkinsandharrison.co.uk, including as much detail as possible.
2. Once we receive via email your complaint, we will acknowledge receipt within 3 working days. If you do not receive this acknowledgement, please call 01788 564697.
3. We will investigate your complaint, this will normally be dealt with by the office manager, who will speak with the members of staff who dealt with you. A written outcome of our investigation will be sent to you within 15 working days of the original complaint.
4. If, at this stage you are still not satisfied, you should contact us again and we will arrange for a separate review to take place by a senior member of staff the following have been appointed. We will write to you within 15 working days of receiving your request for a review, confirming our final viewpoint on the matter.

Residential Agency	Residential Lettings	Commercial Property, Rural Professional & Auctions	General Professional & Valuations
Mr M Broadbent 98A Watling Street Towcester Northamptonshire NN12 6BT 01327 353575 option 1	Mr M Bazeley or Mrs S Handley 7-11 Albert Street, Rugby, CV21 2RX 01788 564666 option 2	Mr I Large 58 Market Street Ashby de la Zouch Leicestershire LE65 1AN 01530 877977 option 4	Mr J G Collier 15 Market Street Atherstone Warwickshire CV9 1ET 01827 721381

5. If your complaint should be with regards to the above-named person/s, then please make contact with Robert.Eyton-jones@howkinsandharrison.co.uk Tel: 01788 564666
6. If you are a client or other consumer and are not satisfied with the outcome of our internal review (or more than 8 weeks has elapsed since the complaint was first made) you may wish to refer your complaint to The Property Ombudsman, Milford House, 43-55 Milford Street, Salisbury, Wiltshire SP1 2BP, Tel 01722 333 306, www.tpos.co.uk
7. If you are a business and are not satisfied with the outcome of our internal review, you may refer your complaint to The Centre for Effective Dispute Resolution (CEDR), 70 Fleet Street, London EC4Y 1EU, Tel 020 7536 6116 Email application@cedr.com Website www.cedr.com/consumer/rics

Please note the following:

You will need to submit your complaint to The Property Ombudsman within 12 months from the date of our final viewpoint, including any evidence supporting your case.

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

7-11 Albert Street, Rugby, Warwickshire CV21 2RX

Telephone 01788 564680

Email rugrural@howkinsandharrison.co.uk

Website howkinsandharrison.co.uk

Branches across the region and an office in central London

Howkins & Harrison is the trading name of Howkins & Harrison LLP.

Facebook

HowkinsandHarrison Twitter

HowkinsLLP

Instagram HowkinsLLP

