



IN-HOUSE COMPLAINTS PROCEDURE

At Harrison Homes Estate Agents Ltd, we are committed to providing a professional and transparent service to all our clients. If something goes wrong, we welcome the opportunity to address it fairly and efficiently.

Stage 1: Making a Complaint

Please submit your complaint in writing, including as much detail as possible. Complaints should be sent to hello@harrisonshomes.co.uk or posted to 2 West Street, Sittingbourne, Kent, ME10 1AW. This helps ensure we have a clear record and can investigate thoroughly.

Stage 2: Acknowledgement

We will acknowledge your complaint in writing within **3 working days** of receipt, confirming who will be handling the matter.

Stage 3: Investigation and Response

Your complaint will be investigated by a senior member of staff not directly involved in the matter. We will provide a full written response within **15 working days** of our acknowledgement.

Stage 4: Review (If Needed)

If you remain dissatisfied, you may request in writing a further review by a senior member of the business (usually the Director). A final viewpoint letter will be issued within **15 working days** of your escalation request.

Stage 5: Independent Redress

If you remain dissatisfied once you have received our final viewpoint letter, or if more than 8 weeks has passed since the complaint was first made, you can refer the matter to The Property Ombudsman. We will cooperate fully with any investigation carried out by The Property Ombudsman.

The Property Ombudsman

Milford House, 43-55 Milford Street, Salisbury, SP1 2BP

📞 01722 333 306

✉️ admin@tpos.co.uk

🌐 www.tpos.co.uk

Please note: You must refer your complaint to The Property Ombudsman within **12 months** of our final response, including any evidence you wish them to consider.