

HARCOURTS' COMPLAINTS PROCEDURE:-

At Harcourts we always aim to provide an efficient and courteous service to all our clients and tenants. It is very important to us to be as helpful as possible but unfortunately despite our best efforts mistakes or misunderstandings can occur.

If you are unhappy about any aspect of our service and feel that you have a cause for complaint, then please let us know as quickly as possible in order that we can try and rectify the situation.

Should you feel that the matter has still not been resolved, then please address a letter of complaint to one of the partners here. Your complaint should clearly set out the problem and why you have a grievance.

Address:-

Harcourts
11 Kings Park Road
Southampton
Hampshire
SO15 2AT

We will acknowledge your letter within three working days and investigate the matter as quickly as possible, although it may take up to fourteen days to gather all necessary information and reach a conclusion. We will report back to you in writing with the findings of the investigation.

If it is not possible to come to an agreement, or you are not satisfied with our response, then you may refer your complaint to the Property Ombudsman who will carry out their own investigation. Any referral to The Property Ombudsman must be made within six months of the date of our letter.

Address:-

The Property Ombudsman
Milford House
43-55 Milford Street
Salisbury
Wiltshire
SP1 2BP