

## **COMPLAINTS POLICY & PROCEDURE**

### **OUR AIM**

Harrison Ingram is committed to providing a quality service for its customers, but acknowledges that, on occasion's things may not go as planned. One of the ways in which we can continue to improve our service is by listening and responding to the views of our customers and in particular by responding positively to complaints, and by putting mistakes right.

Therefore we aim to ensure that:-

- Making a complaint is as easy as possible;
- We treat a complaint as a clear expression of dissatisfaction with our service which calls for an immediate response;
- We deal with it promptly, politely and, when appropriate, confidentially;
- We respond in the right way – for example, with an explanation, or an apology where we have got things wrong, or information on any action taken etc.;
- We learn from complaints, use them to improve our service, and review annually our complaints policy and procedures.

### **A COMPLAINANT'S RESPONSIBILITY IS TO:-**

- Bring their complaint, in writing, to Harrison Ingram's attention normally within 8 weeks of the issue arising;
- Raise concerns promptly and directly with a member of staff at Harrison Ingram;
- Explain the problem as clearly and as fully as possible, including any action taken to date;
- Allow Harrison Ingram a reasonable time to deal with the matter;
- Recognise that some circumstances may be beyond Harrison Ingram's control.

### **RESPONSIBILITY FOR ACTION: ALL STAFF, OR HARRISON INGRAM.**

Confidentiality: Except in exceptional circumstances, every attempt will be made to ensure that both the complainant and Harrison Ingram maintain confidentiality. However, the circumstances giving rise to the complaint may be such that it may not be possible to maintain confidentiality (with each complaint will be judged on its own merit). Should this be the case, the situation will be explained to the complainant.

### **FORMAL COMPLAINTS PROCEDURE**

#### **STAGE 1**

In the first instance, if you are unable to resolve the issue informally, you should write to the member of staff who dealt with you, so that he or she has a chance to put

things right. In your letter/email you should set out the details of your complaint, the consequences for you as a result, and the remedy you are seeking.

You can expect your complaint to be acknowledged within 3 working days of receipt. You should get a response and explanation within 15 working days.

## **STAGE 2**

If you are not satisfied with initial response to the complaint then you can write to the Senior Partner, Harrison Ingram and ask for your complaint and the response to be reviewed. You can expect the Senior Partner to acknowledge your request within 3 working days of receipt and a response within 15 days.

Harrison Ingram aim to resolve all matters as quickly as possible. However, inevitably some issues will be more complex and therefore may require longer to be fully investigated. Consequently timescales given for handling and responding to complaints are indicative. If a matter requires more detailed investigation, you will receive an interim response describing what is being done to deal with the matter, and when a full reply can be expected and from whom.

**Note.** If you are still dissatisfied with the responses from Harrison Ingram you can direct your complaint to:-

**The Property Ombudsman  
Milford House  
43-55 Milford Street  
Salisbury  
Wiltshire  
SP7 2BP  
01722 335458  
[www.tpos.co.uk](http://www.tpos.co.uk)**