



## Complaint Policy

We are committed to providing a professional service to all our clients and customers. If things go wrong, we would like you to tell us about them. This will help us improve our service going forward and resolve issues as soon as possible.

If you have a complaint, please put this in writing (email or letter) to us. We will acknowledge and respond in line with the timescales and stages set out below.

### Stage 1 - Your complaint

Please put your complaint in writing (email or letter) and address it to Harry Douglas (Director), Harry Douglas Ltd, Burnside House, Burn Lane, Hexham, NE46 3RU, or email [harry@harrydouglas.co.uk](mailto:harry@harrydouglas.co.uk). Please include as much detail as possible and where you are able to enclose / attach any supporting evidence.

### Stage 2 - Our acknowledgement

Your complaint will be acknowledged and we will start our in-house complaints process.

Timescale - within 3 working days of receiving your complaint.

### Stage 3 - Our investigation

Your complaint will be investigated and Harry Douglas Ltd will provide a formal written response addressing your specific complaint and proposing resolutions where appropriate.

Timescale - within 15 working days of the date of our letter of acknowledgement.

### Stage 4 - Final viewpoint

If you remain dissatisfied you should contact us again and we will conduct a separate review. This will outline our final viewpoint on the matter.

Timescale - within 15 working days of your request for a further review.



## Stage 5 - The Property Ombudsman

If our final viewpoint letter does not resolve matters (or more than 8 weeks has elapsed since the complaint was first made) you can request an independent review from The Property Ombudsman without charge.

Timescale - you must refer your complaint to the Ombudsman within 12 months of receiving our final viewpoint letter.

## The Property Ombudsman

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

<https://www.tpos.co.uk/>

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