

Richard Harrison Estate Agents & Valuers Complaint Procedure

We at Richard Harrison Estate Agents & Valuers are committed to providing a high standard of service to all our clients and customers. However, if something goes wrong or you are dissatisfied with our service, we want to know so that we can address the issue promptly and improve our processes.

Step 1: Informal Resolution

If you have a concern, we encourage you to first contact the relevant member of staff or their line manager. Often, issues can be resolved quickly and informally. You can contact us via:

- Phone: 01509 977 889
- Email: sales@richard-harrison.co.uk
- In-Person: 16 Church Gate, Loughborough, Leicestershire LE11 1UD

We aim to address informal concerns within 2 working days.

Step 2: Formal Complaint

If you are not satisfied with the informal resolution, you can escalate your concern by submitting a formal complaint.

How to Submit a Complaint:

- By Email: Send your complaint to richard@richard-harrison.co.uk
- By Post: Address your letter to Mr. R. Harrison, 16 Church Gate, Loughborough, Leicestershire LE11 1UD

What to Include:

1. Your name and contact details.
2. A clear description of the issue.
3. Any relevant documents or evidence.
4. What you would like us to do to resolve the matter.

We will acknowledge receipt of your complaint within 2 working days.

Investigation and Response:

We will investigate your complaint thoroughly and provide a detailed response within 10 working days. If we require more time, we will notify you and provide an updated timeline.

Step 3: Escalation to Management

If you remain dissatisfied with our initial response, you may request a review by a senior manager. Please submit your request to:

- By Email: Send your complaint to richard@richard-harrison.co.uk

- By Post: Address your letter to Mr. R. Harrison, 16 Church Gate, Loughborough, Leicestershire LE11 1UD

We will respond to escalated complaints within 7 working days.

Step 4: Independent Redress

If you are not satisfied with the outcome of our internal complaints process, you may refer the matter to an independent redress scheme.

Richard Harrison Estate Agents & Valuers is a member of The Property Redress Scheme and you can escalate your complaint to them once our internal process is complete.

Contact Details for the Redress Scheme

www.propertyredress.co.uk

0333 321 9418

info@propertyredress.co.uk

7th Floor Corn Exchange, 55 Mark Lane, London, England, EC3R 7NE

To submit a complaint to the Property Redress Scheme (PRS), you can:

- Use the PRS online process
- Submit a complaint form by post
- Call the PRS for assistance

Ensure you meet the following conditions:

You are a consumer or directly affected by the actions of a PRS member

You have exhausted the member's internal complaints process and waited at least eight weeks for a response

You have tried to resolve the matter with the member

You are making the complaint within six months of the last correspondence from the member

Provide relevant evidence to support your case

If you are raising a complaint on someone else's behalf, include a signed letter of authority

Please note that you must refer your complaint to the redress scheme within 6 months of receiving our final response.

Step 5: Ongoing Feedback

We value your feedback and use it to improve our services. If you have any suggestions beyond your complaint, feel free to share them with us at sales@richard-harrison.co.uk

Thank you for bringing your concerns to our attention.

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