

Complaint Procedures

Office Staff Complaints Procedure

If your experience with our Front Office staff was unsatisfactory, we want to hear from you.

We're sorry to hear that something has gone wrong.

Let's talk. We want to address your complaint and make things right.

Let us know

First, please contact the Manager via email at info@harrisandk.co.uk who will typically be able to resolve the issue. If needed, they will involve the Area Director.

We need some time to investigate thoroughly, but we will work as quickly as possible. We'll acknowledge your complaint within 3 working days and aim to resolve the matter within 15 working days.

Not satisfied?

If our response doesn't resolve your issue, or if more than 8 weeks have passed since you made your complaint, let us know. We'll escalate it to our Legal and Compliance department for a second review. We'll inform you who is handling your case and how long the investigation will take. Within 15 working days, you'll receive our final response, including the outcome of your case.

Still unhappy?

If you're still dissatisfied, it's time to involve a third party. The Property Redress Scheme is a free, independent service that assists real estate customers. You can bring your complaint to them within 12 months of our final response for their help.

Tenancy Complaints Procedure

If your experience with our Property Management or Letting Support Teams was unsatisfactory, please let us know.

Start by contacting your Property Manager or Lettings Support Consultant, who can typically resolve most issues. If necessary, they will involve their Divisional Manager.

We need sufficient time to investigate thoroughly, but we will work as quickly as possible. We'll acknowledge your complaint within 3 working days and aim to resolve the matter within 15 working days.

Not satisfied?

If our response doesn't resolve your issue, or if more than 8 weeks have passed since you made your complaint, let us know via email at info@harrisandk.co.uk. We'll escalate it to our Customer Relations department for a second review. We'll inform you who is handling your case and how long the investigation will take. Within 15 working days, you'll receive our final response, including the outcome of your case.

Still unhappy?

If you're still dissatisfied, it's time to involve a third party. The Property Redress Scheme is a free, independent service that assists real estate customers. You can bring your complaint to them within 12 months of our final response for their help.

You can contact the Property Redress Scheme by emailing info@theprs.co.uk, calling 0333 321 9418, or writing to Premiere House, 1st Floor, Elstree Way, Borehamwood, WD6 1JH.