



## **In-House Complaints Procedure**

### **Harpers & Hurlingham**

Holla Collective Limited trading as Harpers & Hurlingham

At Harpers & Hurlingham, we are committed to providing a professional and high-quality service to all our clients and customers. However, if something goes wrong, we want to hear about it so that we can address your concerns and improve our service.

We are members of The Property Ombudsman (TPO) Scheme and have an established in-house complaints procedure to resolve complaints as quickly and fairly as possible.

### **Stage One – Branch Manager Review**

If you have a complaint, please put it in writing (by letter or email) and send it to:

1. **Emilie Beard (Managing Director)**  
Harpers & Hurlingham  
The Corner House  
Stone Street  
Cranbrook  
Kent  
TN17 3HE  
Email: [emilie@harpersandhurlingham.com](mailto:emilie@harpersandhurlingham.com)

Please include:

- Your full name and contact details
- The property address (if applicable)
- Details of your complaint
- Any supporting documentation
- The outcome you are seeking

We will acknowledge your complaint in writing within **3 working days** of receipt.

Your complaint will be investigated by the Branch Manager, who will review your file and speak with the relevant members of staff where necessary.

A formal written response will be sent to you within **15 working days** of receiving your complaint.



## **Stage Two – Director Review**

If you remain dissatisfied with the outcome of Stage One, you may request a further review by a Director of the company.

Your request should be made in writing within **28 days** of receiving our Stage One response and sent to:

### **Robert Hollander (Director)**

Harpers & Hurlingham  
The Corner House  
Stone Street  
Cranbrook  
Kent  
TN17 3HE  
Email: [enquiries@harpersandhurlingham.com](mailto:enquiries@harpersandhurlingham.com)

The Director will conduct a separate review of the complaint and the actions taken to date.

We will acknowledge your request within **3 working days** and provide a final written viewpoint within **15 working days**. If additional time is required due to the complexity of the matter, we will explain the reasons and provide an anticipated timescale.

### **The Property Ombudsman**

If you remain dissatisfied after receiving our final viewpoint letter, or if more than **8 weeks** have passed since your complaint was first made and we have not resolved the matter, you may refer your complaint to The Property Ombudsman for independent review.

Any referral to The Property Ombudsman must be made within **12 months** of the date of our final viewpoint letter.

### **The Property Ombudsman**

Milford House  
43–55 Milford Street  
Salisbury  
Wiltshire  
SP1 2BP  
  
Telephone: 01722 333 306  
  
Website: [The Property Ombudsman](http://ThePropertyOmbudsman)  
  
Email: [admin@tpos.co.uk](mailto:admin@tpos.co.uk)



Please note that The Property Ombudsman will only consider complaints that have been dealt with through our full in-house complaints procedure.

**Monitoring and Improvement**

All complaints are recorded, monitored and reviewed by management to help us improve our service standards and ensure compliance with industry regulations and best practice.

Harpers & Hurlingham is committed to treating all complaints fairly, transparently and promptly.