

Harper & Stone Complaints Procedure

We are committed to providing a high-quality professional service to all our clients and customers. When something goes wrong, we need you to tell us about it. This will help us to improve our service going forward and resolve issues as soon as possible.

If you have a complaint about our service, or about the service of a contractor or third party who we have instructed to provide goods or services in relation to a property owned by or occupied by you, please put this in writing (letter or email) to us. We will then acknowledge and respond in line with the timescales and stages set out below.

Stage 1 – Your Complaint

Please put your complaint in writing either by letter or email and address it to:

Claire Hodgson, Branch Manager
Harper & Stone Estate & Letting Agents
49 Bridge Street
Dollar
FK14 7DG

Or by email to:
info@harperstone.co.uk

Stage 2 – Our Acknowledgment

We will acknowledge receipt of your complaint in writing within 5 working days of receiving it, giving you a named contact who will be dealing with the complaint and we will start our in-house complaints process.

Stage 3 – Our Investigation

Your named contact will then investigate your complaint and will provide a formal written response addressing your specific complaints and proposing resolutions where appropriate within 10 working days of us receiving your complaint.

There may occasionally be circumstances outwith our control which prevent us from adhering to this timeframe. These include:

- when the office is closed for public holidays;
- where adverse weather or sickness has led to staff shortages;
- where we cannot respond in full without the input of a third party (e.g. contractor, landlord, tenant) who is not available;
- where we cannot respond in full without visiting the rental property and the tenant is restricting access;
- where we cannot respond in full without the input of a key member of staff who is not available.

We will contact you if we are unable to respond within this timeframe and let you know when we aim to respond by.

Stage 4 – Final Viewpoint

Upon receipt of our response under Stage 3 above, if you are still not satisfied, you can contact us again in writing and we will arrange for a senior manager to conduct a separate review of the decision.

Our senior manager will write to you within 10 working days of us receiving your request for a review, confirming our final viewpoint on the matter.

Stage 5 – Ombudsman & First Tier Tribunal

If you are still not satisfied after the last stage of the in-house procedure (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. You must refer your complaint to the Ombudsman within 12 months of receiving your final viewpoint letter.

The Property Ombudsman
Milford House
43-55 Milford Street
Salisbury
SP1 2BP
01722 333306
admin@tpos.co.uk / www.tpos.co.uk

You may also apply to the First-tier Tribunal for Scotland (Housing & Property Chamber) if we have breached the Scottish Letting Agent Code of Practice and you remain dissatisfied once the above stages have been exhausted, or if we do not process your complaint within a reasonable timescale. You can contact the Housing & Property Chamber at:

First-Tier Tribunal for Scotland
(Housing and Property)
1 Atlantic Quay
45 Robertson Street
Glasgow
G2 8JB
0141 302 5900
www.housingandpropertychamber.scot

Harper & Stone is registered with the Scottish Letting Agent Register (registration number LARN1811005) and is required to adhere to the Scottish Letting Agent Code of Practice which can be found at <http://www.legislation.gov.uk/ssi/2016/133/schedule/made>.

In accordance with the code we will retain (in electronic or paper form) all correspondence about a complaint for five years.



49 Bridge Street, Dollar FK14 7DG | 01259 238 938
info@harperstone.co.uk | www.harperstone.co.uk
Company Number SC609199 | LARN1811005

Other Complaints Procedures

Harper & Stone is also a member of the Council of Letting Agents and you may invoke their complaints procedures if you remain dissatisfied once stages 1-5 above have been exhausted.

Council of Letting Agents (Scottish Association of Landlords)

Hopetoun Gate

8b McDonald Road

Edinburgh

EH7 4LZ

Email: info@scottishlandlords.com

www.counciloflettingagents.com



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