Harrow & Vale

RESIDENTIAL LETTINGS

CUSTOMER CARE

Complaints Handling Procedure

How we receive, investigate and resolve complaints fairly and promptly

Version 1.0

Effective Date: 06.06.2026

Review Date: 06.06.2027

Approved By: Harrow and Vale Ltd

Units 1 & 2 Western Farm · 32 Taunton Road · Pedwell · Bridgwater · TA7 9BG

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1. Purpose

Harrow and Vale Ltd is committed to providing a professional, transparent and high-quality service to landlords, tenants, applicants, contractors and other customers.

We recognise that concerns or complaints may occasionally arise and are committed to handling complaints fairly, consistently and promptly.

The purpose of this procedure is to:

- Provide a clear complaints process;
- Ensure complaints are handled professionally;
- Promote early resolution of disputes;
- Comply with industry and regulatory requirements;
- Support continuous improvement of our services.

2. Who May Complain

This procedure may be used by:

- Landlords;
- Tenants;
- Prospective tenants;
- Applicants;
- Contractors;
- Property owners;
- Guarantors;
- Other consumers affected by our services.

3. Our Commitment

Harrow and Vale Ltd will:

- Treat complainants fairly and courteously;
- Investigate complaints objectively;
- Maintain confidentiality where appropriate;
- Respond within reasonable timescales;
- Keep records of complaints received;
- Seek to resolve issues promptly.

Making a complaint will not affect a customer's right to receive services from Harrow and Vale Ltd.

4. Informal Resolution

Where possible, customers are encouraged to raise concerns with the member of staff handling the matter before submitting a formal complaint.

Many issues can be resolved quickly through discussion and clarification.

If the matter cannot be resolved informally, a formal complaint may be submitted.

5. How to Make a Complaint

Complaints should be submitted in writing.

Complaints may be sent by:

EMAIL

lettings@harrowandvale.co.uk

POST

Harrow and Vale Ltd
Units 1 & 2 Western Farm
32 Taunton Road
Pedwell
Somerset
TA7 9BG

The complaint should include:

- Full name;
- Contact details;
- Property address (if applicable);
- Details of the complaint;
- Relevant dates;
- Copies of supporting documentation;
- Details of the outcome sought.

6. Stage One — Complaint Acknowledgement

Upon receipt of a complaint, Harrow and Vale Ltd will:

- Acknowledge receipt;
- Record the complaint;
- Allocate the matter for investigation.

We aim to acknowledge complaints within:

> **3 Working Days**

of receipt.

7. Stage Two — Investigation

The complaint will be investigated by an appropriate member of staff or manager.

The investigation may include:

- Review of tenancy records;
- Review of correspondence;
- Review of inspection reports;
- Discussions with staff members;
- Discussions with contractors;
- Review of relevant legislation and procedures.

Additional information may be requested from the complainant where necessary.

8. Stage Three — Formal Response

Following investigation, Harrow and Vale Ltd will issue a written response.

The response may:

- Uphold the complaint;
- Partially uphold the complaint;
- Reject the complaint;
- Propose corrective action;
- Offer an explanation;
- Offer a goodwill gesture where appropriate.

We aim to provide a formal written response within:

> **15 Working Days**

of receiving the complaint.

Where additional time is required, we shall notify the complainant and provide an updated timescale.

9. Stage Four — Final Review

If the complainant remains dissatisfied, they may request a final review of the complaint.

The review shall be conducted by a senior representative of Harrow and Vale Ltd who has not been directly involved in the original investigation where practicable.

A final written response shall then be issued.

We aim to issue a final response within:

> **15 Working Days**

of the review request.

10. Propertymark and Independent Redress

If the complainant remains dissatisfied after receiving Harrow and Vale Ltd's final written response, they may refer the complaint to the Company's approved redress scheme.

At the date of this procedure, Harrow and Vale Ltd is applying for membership with:

> **Propertymark**

Details of membership and complaint referral arrangements shall be made available once registration has been completed.

The complainant may only refer a complaint to the independent redress scheme after Harrow and Vale Ltd's internal complaints procedure has been exhausted.

11. Matters Outside This Procedure

The following may fall outside this complaints procedure:

- Insurance claims;
- Ongoing legal proceedings;
- Matters determined by a court or tribunal;
- Complaints relating solely to another organisation;

- Anonymous complaints where insufficient information is available;
- Complaints submitted more than 12 months after the events complained of unless exceptional circumstances apply.

Harrow and Vale Ltd reserves the right to determine whether a complaint falls within the scope of this procedure.

12. Vexatious or Abusive Complaints

Harrow and Vale Ltd will not tolerate:

- Abusive behaviour;
- Threatening behaviour;
- Harassment;
- Discriminatory conduct;
- Excessive or unreasonable communications.

Where such behaviour occurs, the Company reserves the right to:

- Restrict communication methods;
- Require communication in writing only;
- Suspend complaint handling until behaviour improves;
- Take appropriate legal action where necessary.

This shall not affect the complainant's right to have their complaint fairly considered.

13. Confidentiality

Complaint information shall be handled confidentially and shared only with those who require access for investigation, regulatory or legal purposes.

Personal data shall be processed in accordance with:

- UK GDPR;
- Data Protection Act 2018;
- Harrow and Vale Ltd Privacy Policy.

14. Record Keeping

Harrow and Vale Ltd shall maintain records of:

- Complaints received;
- Investigations undertaken;
- Correspondence;
- Outcomes;

- Lessons learned.

Records may be retained electronically and stored securely.

15. Continuous Improvement

The Company shall periodically review complaints to identify:

- Service improvements;
- Training requirements;
- Process improvements;
- Recurring issues;
- Compliance concerns.

Complaints shall be used as part of the Company's quality assurance and risk management processes.

16. Policy Review

This procedure shall be reviewed periodically and updated where necessary to reflect:

- Legislative changes;
- Regulatory requirements;
- Propertymark guidance;
- Industry best practice;
- Business needs.

Contact Details

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Company Number: 17262838
Email: lettings@harrowandvale.co.uk
Website: www.harrowandvale.co.uk

Approved By

For and on behalf of Harrow and Vale Ltd

Name: James Reed

Position: Director

Signature: Jreed

Date: 06/06/2026