OUR COMMITMENT · EFFECTIVE 29 OCTOBER 2026

Complaints Procedure

We aim to give every client an excellent service. If something has gone wrong, please tell us so we can put it right.

1. How to complain

Please put your complaint in writing, by email to lewisharris@lhre.co.uk, including your name, the property address and details of what went wrong and how you would like it resolved. If you need help putting your complaint in writing, call us on 07518 390704.

2. What happens next

- We will acknowledge your complaint in writing within 3 working days.
- Lewis Harris, as Director, will investigate your complaint and review the file and correspondence.
- We will send you a full written response within 15 working days of receipt, setting out our findings and any action we will take.
- If we need more time, we will tell you why and when you can expect a response.

3. If you remain unhappy

If you are not satisfied with our response, please write to us again and ask for a final review. A separate senior person not involved in the original complaint will review it, and we will send you our final viewpoint letter within 15 working days.

4. The Property Ombudsman

If you remain dissatisfied, or if more than 8 weeks have passed since you first complained, you can refer your complaint to The Property Ombudsman free of charge. You must do so within 12 months of our final viewpoint letter.

The Property Ombudsman	
Address	The Property Ombudsman, Clarendon House, 33 The Clarendon Centre, Salisbury Business Park, Dairy Meadow Lane, Salisbury SP1 2TJ
Website	www.tpos.co.uk
Our membership number	T14807-0

The Ombudsman will only consider your complaint once our internal complaints procedure has been completed.