



# Harris & Co Estate Agents

SURVEYORS • VALUERS • LETTINGS

18 Poulton Street, Fleetwood, Lancashire, FY7 6LP

Telephone: 01253 876515

Fax: 01253 776305

e-mail: [info@harrisandcoonline.co.uk](mailto:info@harrisandcoonline.co.uk)

[www:harrisandcoonline.co.uk](http://www.harrisandcoonline.co.uk)

## CODE OF CONDUCT

HARRIS & CO, a member of The Property Ombudsman, aims to provide the highest standards of service to all our customers. To ensure that your interests are safeguarded, a complaints procedure has been introduced. This provides for the matter to be dealt with internally by **MR S HARRIS** (principal) and in the event that we are not able to deal with the issue to our mutual satisfaction, by reference to The Property Ombudsman.

If you believe you have a complaint, please write in the first instance to the Principal at the address below:

**Mr S Harris  
Harris & Co  
18 Poulton Street  
FLEETWOOD  
Lancashire  
FY7 6LP**

Your complaint will be acknowledged within 24 hours but no longer than 3 working days, investigated thoroughly in accordance with established in-house procedures and a formal reply will be sent to you within 15 working days of receipt of your complaint.

In the event that the final review as detailed above still fails to satisfy your complaint, then you are at liberty to have the matter referred to The Property Ombudsman. We will submit our file to the Ombudsman on request. You are also entitled to have your complaint referred to the Ombudsman should we fail to deal with matters promptly or do not comply with our in-house complaints procedure within 8 weeks from the date we receive your written notification.

*Harris & Co Lettings Ltd. Registered company number: 03731796  
Registered office address: 18 Poulton Street, Fleetwood, Lancashire, FY7 6LP*

**STUART G. HARRIS** Principal