



Internal Complaints Procedure

At Earnshaw Estates, we are committed to providing a professional, reliable and high-quality service to all our clients and customers. We always aim to provide the best possible experience, but we recognise that, on occasion, things may not go as expected.

If you are unhappy with any aspect of our service, please let us know. We welcome the opportunity to understand your concerns, investigate what has happened and, wherever possible, resolve the matter with you.

1. How to make a complaint

If you would like to make a formal complaint, please put your concerns in writing and provide as much information as possible to help us understand and investigate the matter fully.

You can contact us by email at:

info@earnshawestates.co.uk

Alternatively, you can write to us at:

Earnshaw Estates

147 North Road

Kirkburton

Huddersfield

HD8 0RR

Where possible, please include:

- your name and contact details;
- the address of the property to which your complaint relates, where applicable;
- details of your complaint, including any relevant dates or events;
- copies of any correspondence or other information you consider relevant; and
- details of how you would like us to resolve the matter.

2. What happens after we receive your complaint?

We will acknowledge your complaint promptly and ensure that your concerns are considered carefully and fairly.

We will review the information you have provided together with any relevant records held by us. If we need any further information or clarification to help us investigate your complaint, we will contact you.

We aim to resolve complaints as quickly as reasonably possible. Once we have completed our investigation, we will provide you with a written response explaining the outcome and, where appropriate, any steps we propose to take to address your concerns.

We will complete our investigation and provide our response within eight weeks of receiving your written complaint.

3. If you remain dissatisfied

Earnshaw Estates is a member of the Property Redress Scheme, which provides an independent redress service for consumers.

We hope that we will be able to resolve your concerns directly. However, if you remain dissatisfied with our response, or eight weeks have passed since you submitted your written complaint and the matter has not been resolved, you may be able to refer your complaint to the Property Redress Scheme for independent consideration.

There is no charge to consumers for raising a complaint with the Property Redress Scheme.

Further information about the Property Redress Scheme and how to make a complaint is available on its website: [Complain Now](#)

You should contact the Property Redress Scheme within 12 months of your last communication with Earnshaw Estates concerning the matter about which you are complaining.

4. Our commitment to you

We take all complaints seriously and will deal with your concerns fairly, professionally and respectfully.

We value feedback from our clients and customers and will use complaints and other feedback as an opportunity to review our services and identify where improvements can be made.