

Barnetts Hips Complaints Procedure

Our complaints policy

Barnetts Solicitors (ClickHips) is registered with the Property Codes Compliance Board as a subscriber to the Home Information Pack Code. A key commitment under the Code is that firms will handle any complaints both speedily and fairly.

Our complaints procedure

If you want to make a complaint, we will:

- Acknowledge it within 5 working days of receipt
- Normally deal with it fully and provide a final response, in writing, within 20 working days of receipt.
- Keep you informed by letter, telephone or e-mail, as you prefer, if we need more time.
- Provide a final response, in writing, at the latest within 40 working days of receipt.
- Liaise, at your request, with anyone acting formally on your behalf.

What will happen next?

If you are not satisfied with our response, you may, under the HIP Code, refer the matter to The Property Ombudsman scheme (TPOs). We are committed to cooperating fully with the Ombudsman during the consideration of any complaint by the scheme, and to complying with their decision.

Application forms for referring a complaint to the scheme, information on the relevant procedures, and frequently-asked questions, are all set out on the Property Codes Compliance Board web site (www.propertycodes.org.uk).

The Property Ombudsman scheme can be contacted at: Beckett House, 4 Bridge Street, Salisbury, Wiltshire SP1 2LX. Phone: 01722 333306. E-mail: admin@tpos.co.uk.

As a firm of Solicitors, you can also refer your complaint to the Legal Complaints Service at Victoria Court, 8 Dormer Place, Leamington Spa, Warwickshire CV32 5AE. For further information you should contact the LCS on 0845 608 6565 or refer to www.legalcomplaints.org.uk

Complaints are to be sent to:
Michael Weightman
Operations Manager
Barnetts Solicitors

Southport Business Park
Wight Moss Way
Southport
PR8 4HQ
Michael.weightman@barnetts.co.uk
01704 511386