

Acorn Hips Ltd

Complaints Procedure

Information for customers

Acorn HIPs Ltd is registered with the Property Codes Compliance Board as a subscriber to the *HIP Code*. A key commitment under the Code is that firms will handle any complaints both speedily and fairly.

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.

If you are not satisfied with our final response, you may refer the complaint to the Independent Property Codes Adjudication Scheme: Tel: 020 7520 3800, E-mail: info@idrs.ltd.uk.

We will co-operate fully with the independent adjudicator during an investigation and comply with the adjudicator's decision.

Complaints should be sent to:

Peter Roberts, Diana Sivertsen, 0118 9010159 info@acornhips.co.uk

Customer Services
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