

Complaints

How to complain...

Please contact Client Services on 0871 559 2877 and we will try and resolve your complaint by telephone.

However, if you wish to make a formal complaint you must set it out in writing to:

Harrington Brooks (Complaints)
Jackson House
Sibson Road
Sale
M33 7RR

How Harrington Brooks will deal with your complaint...

We aim to resolve your complaint as soon as possible. Sometimes things take a little more time. Please find below the process that Harrington Brooks will adhere to respond to your query.

Within 5 Working Days of Receipt of Your Complaint You Will Receive From Us...

An acknowledgement letter to let you know that your complaint is being dealt with

Within 4 Weeks You Will Receive From Us...

If the complaint is still being investigated within 4 weeks of receipt, we are obliged to send you a further response to let you know what is happening. This letter should detail either:

The reasons why more time is required to investigate your response but you should expect to receive a final response within another 4 weeks.

or

The final response from us. This will include the findings from our investigation and details of any compensation if appropriate.

Within 8 Weeks You Will Receive From Us...

Within 8 weeks of receiving your complaint we are obliged to have fully investigated it and provide you with the details of our finding's, and details of any compensation that we think you would be due – in other words our 'Final Response'. Hopefully this would be a mutually satisfactory response.

We will maintain contact with you throughout the process, and during this period, feel free to contact the Compliance Manager if you have any queries.

Harrington Brooks comply with Distance Selling Regulations and with the “Debt Management Guidance Notes” published by the OFT, which are available on their website: www.of.gov.uk

What do the OFT Debt Management Guidelines say about distance selling?

‘2.10.....where the DMC operates by means of any distance communication it must comply with the regulations in the Consumer Protection (Distance Selling) Regulations 2000 to provide (among other things) certain information to the consumer before the contract is concluded. In particular the consumer must be told that it has a cooling-off period of seven days during which the contract may be cancelled.....’

What do the Consumer Protection (Distance Selling) Regulations 2000 say?

‘3.23.....if you give your consumer the required written information on or before the day the contract is concluded, their cancellation rights will last for seven working days, counting from the day after the contract was concluded, or

If the required written information is provided after the contract is concluded but within three months (beginning on the day after the contract was concluded), cancellation rights will last for seven working days after the information is received.’

What does that mean for me?

As a client of Harrington Brooks this means that you have a cooling-off period of seven working days, within which you can request a refund. You will fall into one of the following two scenarios:

- *I made my first payment **after** receiving written information from Harrington Brooks*
Your first day will be classed as the day you made your initial payment to Harrington Brooks.
- *I made my first payment **before** receiving written information from Harrington Brooks*
Regardless of your initial payment date, the seven days will start from the day you received your information pack.

For further information, please contact Client Services on 0871 559 2877.