

Complaints Procedure

We treat all complaints seriously and aim to resolve them as quickly as possible.

You can make a complaint by email or post.

You can send an email to admin@harmens.co.uk or a letter to Harmens, 10 Hermitage Lane, Norbury, London, SW16 3LH.

We will acknowledge receipt of a written complaint within 5 working days and we will send you a full reply within 20 working days of receipt. We aim to complete all complaints within the timescales above; however, if a complaint is very complex it may be necessary to extend the time limit. If this is the case, we will keep the complainant informed of progress with the investigation, the reasons for the delay and the new deadline.

Please note that you will be treated with courtesy and fairness at all times and we hope that you will do the same when dealing with our staff.