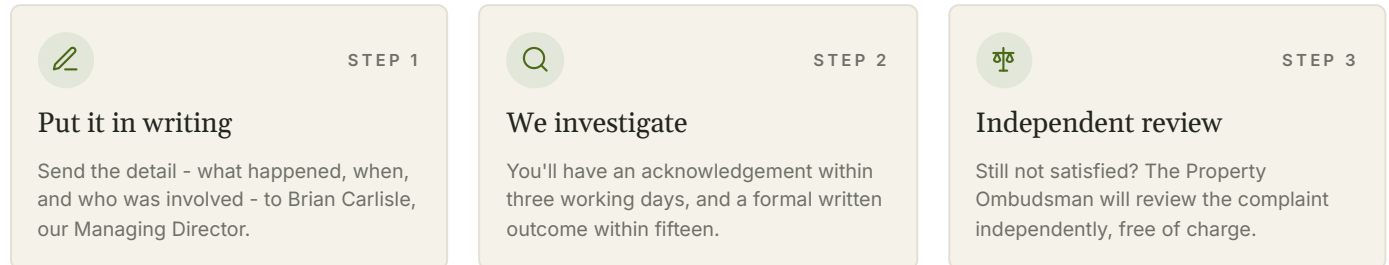


COMPLAINTS PROCEDURE

If something's gone wrong, say so.

We're committed to providing a professional service to everyone we deal with - and when something goes wrong, we need you to tell us. It's how it gets put right, and how our standards improve. Here's exactly what happens when you do.



1. MAKING A COMPLAINT	If you have a complaint, please put it in writing, including as much detail as possible - what happened, when, and who was involved. We will then respond in line with the timeframes set out below. Your complaint should be sent to Brian Carlisle, Managing Director, by email at brian@jrhopper.com or by post to J.R. Hopper & Co., Central Chambers, Market Place, Leyburn, North Yorkshire, DL8 5BD.
2. WHAT HAPPENS NEXT	We will send you a letter acknowledging receipt of your complaint within 3 working days, enclosing a copy of this procedure. We will then investigate your complaint. We will review your file and speak to the members of our team who were involved. A formal written outcome of our investigation will be sent to you within 15 working days of sending the acknowledgement letter.
3. THE PROPERTY OMBUDSMAN	If you remain dissatisfied with our final response, you can ask The Property Ombudsman to review your complaint independently and free of charge: online at tpos.co.uk, by phone on 01722 333306, or by post to The Property Ombudsman, 33 The Clarendon Centre, Salisbury Business Park, Dairy Meadow Lane, Salisbury, Wiltshire, SP1 2TJ. - You will need to submit your complaint to The Property Ombudsman within 12 months of receiving our final viewpoint letter, including any evidence to support your case. - The Property Ombudsman requires that all complaints are addressed through this internal complaints procedure before being submitted for an independent review.
4. COMPLAINTS ABOUT YOUR DATA	If your complaint concerns how we've handled your personal information, our privacy policy (jrhopper.com/privacy-policy) explains your rights and how to raise it - with us first, and with the Information Commissioner's Office if we haven't put it right.

LAST REVIEWED 22 JULY 2026

The current version of this procedure is always published at jrhopper.com/complaints

LEYBURN
01969 622936

HAWES
01969 667744

SETTLE
01729 825311

KIRKBY STEPHEN
01768 258002

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