

John Payne Estate Agents - Customer Care Policy

- If you are not satisfied with our service you should write with a summary of your complaint to **Mr Anthony Twigger FRICS (Director), MTP Estate Agents Ltd t/a John Payne Estate Agents, 20 New Union Street, Coventry CV1 2HN.**
- Once we have received your written summary of complaint, we will acknowledge receipt and within three working days we will write to you advising of the action we propose to take and the name and address of the person who will be investigating the matter.
- Investigations may involve a visit to your property by a representative of the Company. Where such a visit is considered appropriate, we will arrange with you in a suitable time.
- Within fifteen working days of the issue of our acknowledgement, we will provide a full response to the matter(s) you have raised, or if investigations are not complete, we will inform you of progress and when we anticipate being able to provide a full response.
- If the complaint has still not been resolved to your satisfaction, we agree to the referral of your complaint as follows (please note that referrals to The Property Ombudsman must be made within a 12 month period):

For Estate Agency & Lettings Services:

The Property Ombudsman
Milford House
43-55 Milford Street
Salisbury, Wiltshire SP1 2BP

Tel No: 01722 333306

www.ombudsman-services.org/property.html

For Survey/Valuation & Business Services:

RICS Dispute Resolution Service
55 Colmore Row
Birmingham
B3 2AA

Tel No: 020 7334 3806

www.rics.org/drs

