

what you're looking for

sales • lettings • new homes • land • surveys



Payne Associates 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), Payne Associates, 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

Web: www.ombudsman-services.org/property.html

For Survey/Valuation & Business Services:

RICS Dispute Resolution Service
Surveyor Court
Westwood Way
Coventry
CV4 8JE

Tel No: 0207 3343806

Web: www.rics.org/drs

○
City Centre Office
20 New Union Street
Coventry CV1 2HN

024 7622 2022
city@payne-cov.com

○
Earlsdon Office
221 Albany Road
Coventry CV5 6NF

024 7667 7000
earlsdon@payne-cov.com

○
Daventry Road Office
165 Daventry Road
Coventry CV3 5HF

024 7650 3070
daventryroad@payne-cov.com

○
Walsgrave Road Office
312 Walsgrave Road
Coventry CV2 4BL

024 7645 5555
walsgrave@payne-cov.com

Directors: **John S Payne** MNAEA • **Anthony B Twigger** FRICS
Consultants: **Howard A Townsend** • **Peter J Dick** FRICS

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