

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 John Payne (Director), MTP Estate Agents Ltd t/a John Payne Estate Agents, 23 Warwick Row, Coventry CV1 1EY.**
- 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 you are still not satisfied with our final viewpoint (or more than 8 weeks has elapsed since the complaint was first made) you can request an independent review from The Property Ombudsman without charge.

For Estate Agency & Lettings Services:

The Property Ombudsman
33 The Clarendon Centre
Salisbury Business Park
Dairy Meadow Lane
Salisbury SP1 2TJ
Tel No: 01722 333306

www.tpos.co.uk/consumers/make-a-complaint

For Survey/Valuation & Business Services:

RICS Dispute Resolution Service
55 Colmore Row
Birmingham
B3 2AA

Tel No: 020 7334 3806

www.rics.org/drs

You will need to submit your complaint to The Property Ombudsman within 12 months from the date of our final point of view, including any evidence to support your case. The Property Ombudsman requires that all complaints are addressed through this in-house complaint procedure, before being submitted for an independent review.

