

RESIDENTIAL LETTINGS

133 Chester Road
Streetly
Sutton Coldfield
B74 2HE
Tel: 0121 312 4848

Email: lettings@paulcarrestateagents.co.uk

Paul Carr Estate Agents Ltd, are a member of The Property Ombudsman, and aims to provide the highest standards of service to all our customers. To ensure that your interests are safeguarded, a **Complaints Procedure** has been introduced. This provides for the matter to be dealt with internally and, in the event that we are not able to deal with the matter to our mutual satisfaction, by reference to The Property Ombudsman.

If you have a complaint, please put it in writing, including as much detail as possible to **Fiona Cassidy**, Lettings Manager at the above address/email: lettings@paulcarrestateagents.co.uk . We will then respond in line with the timeframes set out below.

Your complaint will be acknowledged within 3 working days (working days are Monday to Friday), investigated thoroughly in accordance with established in-house procedures, and a reply sent to you within 15 working days of receipt of your written complaint. Exceptionally, we may need longer to fully investigate your complaint. Should this situation arise, we will inform you and explain why this is the case.

If you are not fully satisfied with the outcome of our branch investigation, you should confirm this in writing to the above address/email: Headoffice@paulcarrestateagents.co.uk and we will arrange for a separate review by the **Managing Director, David Alexander**.

We will write to you within 15 working days of receiving your request for a review, confirming our final viewpoint on the matter. If you remain dissatisfied (or more than 8 weeks has elapsed since your complaint was first made) you can request an independent review from The Property Ombudsman without charge -

The Property Ombudsman, Milford House, 43-45 Milford Street, Salisbury, Wiltshire SP1 2BP
Email: admin@tpos.co.uk Tel : 01722 333 306 Web: www.tpos.co.uk

Should you feel it is necessary to submit your complaint to The Property Ombudsman, this must be done within 12 months of receiving our final viewpoint. You will be required to include any evidence to support your case.

IMPORTANT: The Property Ombudsman requires that all complaints are addressed through the in- house complaints procedure before being submitted for an independent review. We have eight weeks to consider your complaint. If we have not addressed it within this time, you may refer your complaint to them without our final viewpoint on the matter.

“ With you every step of the way ”