

Paul Carr Estate Agents, a Member of The Property Ombudsman, 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 believe you have a complaint, please put it in writing, including as much detail as possible to the appropriate Branch Manager.

Your complaint will be acknowledged within 3 working days*.

In accordance with established in-house procedures, your complaint will be thoroughly investigated and a reply sent to you within 15 working days* of receipt of your letter.

If you are not fully satisfied with the outcome of our branch investigation, you are provided with a further opportunity to have the complaint reviewed by a senior member of staff.

After the final review we will write to you within 15 working days* confirming our final viewpoint on the matter. If you remain dissatisfied then you are at liberty to have the matter referred to:

The Property Ombudsman
Milford House
43-45 Milford Street
Salisbury
Wiltshire
SP1 2BP

www.tpos.co.uk

You need to submit your complaint to The Ombudsman within twelve 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 procedure before being submitted for an independent review.

We have eight weeks to consider your complaint. If we have not resolved it within this time you may refer your complaint to The Ombudsman.

*Working days are deemed to be Monday to Friday, excluding Bank Holidays

The largest independent estate agents in the West Midlands with offices in:

**Aldridge-Brownhills-Burntwood-Erdington-Four Oaks-Great Barr- Great Wyrley-
Hamstead-Kingstanding-Streetly-Sutton Coldfield-Walmley**

Paul Carr Estate Agents Ltd T/A Paul Carr Estate Agents
Company Registration No: 6223102

"With you every step of the way"

