



McLean

Property Services Ltd

387 Aspley Lane

Aspley

Nottingham

NG8 5RR

0115 929 4499

Customer Complaints procedure

We at McLean Property Services will do our utmost to ensure you are satisfied with our service; however we are aware things in life sometimes do go wrong. When it does we will want to know that we get it right next time.

If you are not happy with some part of our service and wish to make a complaint, please contact a member of staff at the office on 0115 9294499. You can also make your complaint in writing to:

McLean Property Services
387 Aspley Lane
Aspley
Nottingham
NG8 5RR

By email to contact@mcleanproperties.co.uk upon receipt the complaint will be investigated, and you will be advised of any remedy where necessary.

If you are still not satisfied with the response you have the right to appeal to the Managing Director who will personally oversee your complaint.

After the second investigation and response, if you are still not happy you have the right to appeal to the Ombudsman. Their address is

Ombudsman for Residential Estate Agents

Milford House
43-55 Milford Street

Salisbury
Wiltshire SP1 2BP
Tel: 01722 333306
Fax: 01722 332296
Email: admin@oea.co.uk



McLean Property Services, 387 Aspley Lane, Nottingham, NG8 5RR
Company number: 5838522