

COMPLAINTS PROCEDURE

In the unlikely event you have a niggle with our service, please put your complaint in writing either to info@mecsproperty.co.uk or to the address given below.

MECS Sales & Lettings
318 High Street
Birmingham
B17 9PU

Your correspondence will be acknowledged within three working days. The matter will then be investigated, and a full response sent to you within 15 working days.

If you feel the matter remains unresolved, you need to address your complaint to the Proprietor, Mr Sami Mubarak at the same address who will investigate and respond with a final viewpoint.

Whilst we will do everything to ensure you are happy with the investigation conclusion. Should you remain dissatisfied, then you may refer the matter to The Property Ombudsman at the following address:

Unit 159756,
PO Box 7169,
Poole, BH15 9EL

The MECS Property's complaints procedure is approved by The Property Ombudsman MECS is a member of this scheme which offers free and impartial service for clients