

## **SPEIRS GUMLEY PROPERTY MANAGEMENT**

### **COMPLAINTS PROCEDURE**

Speirs Gumley is committed to providing a high level of customer service to our clients. However, when a complaint is received we aim to ensure that:

- Our complaints procedure is easy to follow.
- Any complaint is treated seriously.
- Complaints will be dealt with promptly and in confidence.
- Complaints will be treated impartially.

If you wish to register a complaint regarding our service please contact:

[customerservices@speirsgumley.com](mailto:customerservices@speirsgumley.com)

or

Head of Residential Letting  
Speirs Gumley Residential Letting Ltd  
194 Bath Street  
Glasgow  
G2 4LE

It would be helpful if your complaint can be as detailed as possible. We will reply within 7 working days confirming a timescale for resolution. We shall investigate your complaint and endeavour to resolve it within 28 days of receipt.

If you are dissatisfied with the response, you have the right to escalate your complaint to:

[management@speirsgumley.com](mailto:management@speirsgumley.com)

or

Senior Management  
Speirs Gumley  
194 Bath Street  
Glasgow  
G2 4LE

If you are dissatisfied with the response, you have the right to escalate your complaint to:

The Property Ombudsman  
Milford House  
43-55 Milford Street  
Salisbury  
Wiltshire  
SP1 2BP