

## SPEIRS GUMLEY PROPERTY MANAGEMENT COMPLAINTS PROCEDURE

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

- 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 homeowners must do so in writing to:

Customer Services  
Speirs Gumley Property Management  
194 Bath Street  
Glasgow G2 4LE  
Email: [customerservices@speirsgumley.com](mailto:customerservices@speirsgumley.com)

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

If the homeowner is dissatisfied with the response, they have the right to escalate the complaint to:

Head of Residential Management  
Speirs Gumley Property Management  
194 Bath Street  
Glasgow G2 4LE  
Email: [management@speirsgumley.com](mailto:management@speirsgumley.com)

Once our final position has been confirmed, the homeowner may have the right to apply to:

First Tier Tribunal for Scotland (formerly the Homeowner Housing Panel)

Scottish Courts and Tribunals Service (SCTS)  
4<sup>th</sup> Floor  
1 Atlantic Quay  
45 Robertson Street  
Glasgow G2 8JB  
Email: [HPCAdmin@scotcourtribunals.gov.uk](mailto:HPCAdmin@scotcourtribunals.gov.uk)

**NOTE:** You must provide:

1. Evidence that you have notified your Property Factor of your complaint and that the Property Factor has refused to resolve the complaint or has unreasonably delayed resolving the complaint;
2. Copies of any correspondence which you have sent and received from your Property Factor regarding your complaint, including the Factor's response to your notification of complaint; and
3. A copy of any Statement of Services provided by your Property Factor.