

**SPEIRS GUMLEY PROPERTY MANAGEMENT
COMMERCIAL 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:

- 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 you have to do so in writing to:-

Customer Services
Speirs Gumley Property Management
Red Tree Magenta
270 Glasgow Road
Glasgow G73 1UZ

Email: customerservices@speirsgumley.com

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 will investigate your complaint and endeavour to resolve it within 28 days.

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

Iain Friel
Managing Director
Speirs Gumley Property Management
Red Tree Magenta
270 Glasgow Road
Glasgow G73 1UZ

Email: management@speirsgumley.com

Speirs Gumley Property Management

Property Factor Registration Number PF000160

Registered in Scotland: Company Number SC078921

Registered Office: 270 Glasgow Road, Glasgow G73 1UZ

Speirs Gumley Property Management is authorised and regulated by the Financial Conduct Authority