

SPEIRS GUMLEY RESIDENTIAL LETTING 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:

- 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 you must do so in writing to:

Customer Services
Speirs Gumley
Red Tree Magenta
270 Glasgow Road
Glasgow G73 1UZ
Email: 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:

Senior Management
Speirs Gumley
Red Tree Magenta
270 Glasgow Road
Glasgow G73 1UZ
Email: management@speirsgumley.com

Once our final position has been confirmed, you have the right to escalate your complaint to:

Housing and Property Chamber
First-tier Tribunal for Scotland
Glasgow Tribunals Centre
20 York Street
Glasgow
G2 8GT

Telephone: 0141 302 5900